

Appendix I:

Relay NC

Annual Report



2009 Annual Report

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Dear Relay North Carolina Consumers,

The fiscal year of January to December 2009 has given Sprint another opportunity to serve its North Carolina consumers with top-quality relay services, dedication and commitment that the state has come to expect.

Bola Desalu joined Relay North Carolina as an Account Manager in March 2009, with continued support from the North Carolina Division of Services for the Deaf and the Hard of Hearing (DSDHH), support from the DSDHH's new relay contract administrator Tom Galey, and relay subcontractors.

To promote additional relay outreach, 11 subcontractors assist the Account Managers by providing education about Relay North Carolina, with emphasis on TRS and CapTel products and services along with Sprint Relay products and services. Outreach highlights include:

- Broadcast a television public service announcement about CapTel and promoted CapTel on the Relay NC website during four different periods, from June 8 to September 7, with a total of 1,405 airings.
- Developed Relay North Carolina's first-ever newsletter in the fall.
- Created CapTel stands with new brochures that were sent to 273 audiologists around the state for display in their lobbies or offices.
- Exhibited at the:
 - o Raleigh Health and Wellness Expo; 1,000-plus attended.
 - o Bel Cher Festival in Asheville; 800 attended.
 - o NC Pride 2009 Festival in Durham; 460 participated.
 - o North Carolina School for the Deaf homecoming event in Morganton; 650-plus attended.
 - o Camp Woodbine in Raleigh; 400 participated.
 - o Eastern North Carolina School for the Deaf homecoming event in Wilson; 250-plus attended.

Sprint thanks DSDHH for the opportunity to provide quality relay services during this fiscal year. Sprint is also grateful for its ongoing relationships with the Department of Health and Human Services, the North Carolina Public Utilities Commission (PUC), Telecommunications Access of North Carolina, and relay consumers. We look forward to the next fiscal year of educating North Carolinians about the diverse relay services and products available to them.

Sincerely,

A handwritten signature in blue ink that reads "Kim Calabretta".

Kim Calabretta
Relay North Carolina
CapTel Account Manager



A handwritten signature in blue ink that reads "Bola Desalu".

Bola Desalu
Relay North Carolina
TRS Account Manager



Relay North Carolina

Outreach and Marketing

Relay North Carolina promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. To assist the Account Managers in outreach education, 11 subcontractors promoted telecommunication relay services (TRS) as well as CapTel and various Sprint Relay services.

Outreach

TRS Outreach Activities

Highlights of outreach activities included exhibitions and/or presentations at the:

- Southern Women's Show in Raleigh; 325 attended.
- Business Expo in Raleigh; 500-plus attended.
- Transition Fair in Monroe; 300-plus attended.
- Raleigh Health and Wellness Expo; 1,000-plus attended.
- Bel Cher Festival in Asheville; 800 attended.
- NC Pride 2009 Festival in Durham; 460 participated.
- North Carolina School for the Deaf homecoming event in Morganton; 650-plus attended.
- Camp Woodbine in Raleigh; 400 participated.
- Eastern North Carolina School for the Deaf homecoming event in Wilson; 250-plus attended.
- NC Assistive Technology Expo in Raleigh; 85 attended.

CapTel Outreach Activities

During this fiscal year, Relay North Carolina provided 412 CapTel training sessions (twice the number provided last year), presented about CapTel at 77 events, and promoted CapTel at 48 exhibits. Presentations included:

- AARP offices
- Senior centers
- Retirement homes
- NC Hearing Loss Association of America
- Area on Aging offices
- Churches
- Veterans posts

The monthly breakdown of these trainings is shown at right.



TRS Subcontractors



CapTel Subcontractors

January	19	July	42
February	53	August	24
March	41	September	27
April	30	October	28
May	37	November	31
June	56	December	24



The chart at right lists the monthly breakdown of the presentations, not including 18 presentations by the CapTel Account Manager.

See appendix for other outreach activities.

January	6	July	3
February	7	August	2
March	4	September	3
April	1	October	5
May	9	November	7
June	6	December	6

CapTel Phones Distribution

As a result of extensive outreach performed by the Relay North Carolina team, 590 CapTel phones were distributed through the state program.

Outreach Education

Relay North Carolina Newsletter

Relay North Carolina is pleased to have developed its first-ever newsletter on its products and services. The fall issue was disseminated to relay users.



Relay North Carolina Website

Relay North Carolina's website at www.relaync.com, provides information on Relay North Carolina products and services in English and Spanish languages. A page on Speech-to-Speech services is shown at left.



Website Statistics

To monitor trends on the Relay North Carolina website, the Account Managers received a monthly statistics report identifying which pages were accessed most often. In 2009, there were 475,834 hits, representing the total of requests made to the server during the given time period; the chart at left shows a monthly breakdown. The increase from June to September can be attributed to the televised airing of the CapTel public service announcement.

Month	Hits	Month	Hits
January	83,539	July	55,554
February	61,685	August	53,375
March	41,678	September	35,362
April	29,942	October	23,863
May	19,221	November	20,965
June	32,598	December	18,052

Yearly website statistics continue to grow, representing a 36.07% increase compared to 2007. In 2007, there were 349,694 hits; in 2008, this number grew to 374,577 hits. By 2009, there were 475,834 hits.

Relay North Carolina



Marketing

Television Public Service Announcement

Sprint and Relay North Carolina promoted the CapTel product and service by broadcasting a public service announcement (PSA) on television for 1,405 airtimes during four different time periods. Cities included Charlotte, Asheville and Wilmington.

The PSA, which broadcast Relay North Carolina's website address for ordering and training information, was aired on The Weather Channel and during popular programs such as:

- Good Morning, America
- The View
- Oprah
- Dr. Phil
- Ellen
- News programs
- Today Show
- Live with Regis & Kelly

Advertisements

To promote various Relay North Carolina products and services, advertisements were placed in different high-visibility newsletters, magazines, and websites, such as:

- Senior Guide
- Senior Living
- Boom Magazine
- Triad and Triangle
- Local newspapers in western and eastern regions

Additionally, Relay North Carolina products and services continued to be promoted via various brochures, instructional and marketing flyers, mass e-mails, and informal group settings. A newsletter offering CapTel tips, announcements, and other helpful CapTel information is also distributed to subscribers.



Relay Enhancements

TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement (CSI) program initiatives identified (macros and database profile verification)
- Detachment and desensitization refreshers
- E911 implemented for Sprint IP/Sprint IM
- FCC 10-digit numbering implemented
- Monthly training refresher
- New product training (Nebraska and West Virginia)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated Call Center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with Speech-to-Speech (STS) call centers

RCC Enhancements

To enable deaf and hard of hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed Relay Conference Captioning (RCC), combining real-time captioning with relay conference services. The year 2009 demonstrated continued growth for RCC services with implementation of mobileRCC in the business, state and federal sectors.

Significant enhancements were added to the system focusing on continuing to set the standards of technology and quality RCC service in the industry. Some highlights of the efforts to continually improve this service are:

- Release of a new mobileRCC product allowing Blackberry or Microsoft users the convenience and anywhere-access using a mobile device.
- Customized new ordering process for state and business-to-business RCC customers.
- Updated technology system to monitor all events automatically and ensure an agent is connected throughout an event. If an agent becomes disconnected, the system will automatically notify customer support.
- Included web delivery-based platforms for captioning in all arenas.

Relay North Carolina Statistics

Telecommunications Relay Service

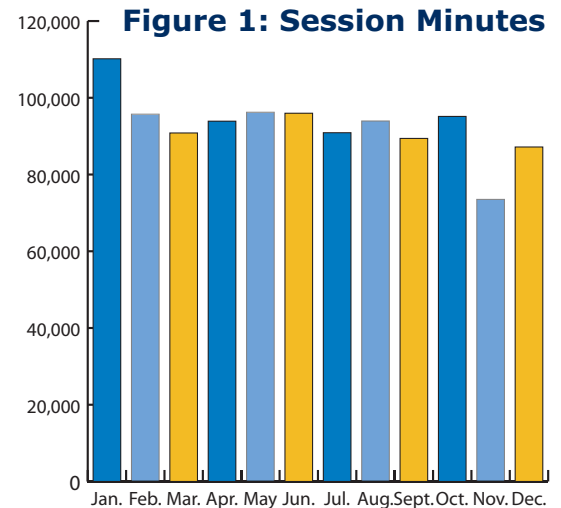
The following charts indicate the trends of the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (e.g.: TTY, Voice, Spanish TTY and Voice, Voice Carry-Over, Tel-ebraille, and STS) currently provided by Relay North Carolina.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly session minutes processed through Relay North Carolina.

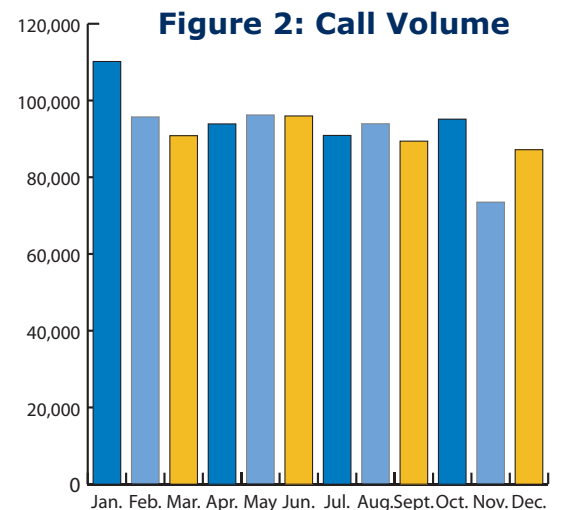
The total amounted to 1,112,907, a decrease of 31% compared to last year.



Total Call Volume

Figure 2 depicts the total number of completed calls processed through Relay North Carolina. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others.

Relayed call volume totaled 185,349 calls during this fiscal year.



Average Speed of Answer and Service Level

Figure 3 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for this FY was **1.25 seconds** and the Service Level (SVL) was that **95.6%** of calls were answered within 10 seconds.

Figure 3: Average Speed of Answer and Service Level					
Month	ASA	SVL	Month	ASA	SVL
January	1.5	95%	July	1.3	95%
February	1.1	96%	August	1.6	94%
March	1.1	96%	September	1.7	94%
April	1.1	96%	October	1.4	95%
May	1.4	95%	November	.8	98%
June	1.3	95%	December	.7	98%

Customer Contact Log

Relay North Carolina Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 4 illustrates the number and call types received from customer requests, including commendations and complaints. There were 52 commendations, 17 complaints, and 2,778 inquiries. As with every year, the Account Managers prepare and submit the FCC Annual Consumer Contact Log Report to the Relay North Carolina PUC.

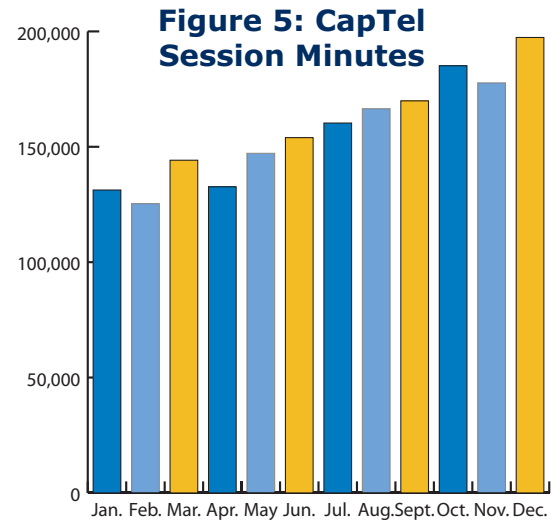
Figure 4: Customer Call Types						
	January	February	March	April	May	June
Commendations	2	1	3	5	13	8
Complaints	3	0	3	3	1	3
Inquiries	245	224	243	241	217	225
	July	August	September	October	November	December
Commendations	5	6	5	1	2	1
Complaints	1	0	1	1	1	0
Inquiries	264	254	251	201	181	232

CapTel

The following charts indicate the trends of our annual total number of session minutes, call volume, and call origination.

Session Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year amounted to 1,891,437 CapTel session minutes, an increase of 28% compared to last year.



Call Volume

A total of 629,809 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is shown in Figure 6.

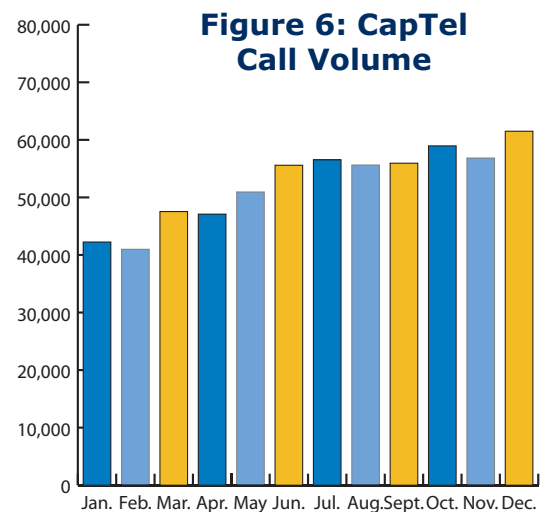
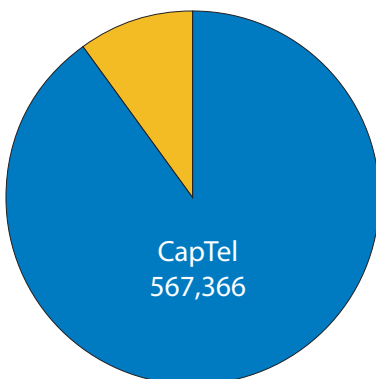


Figure 7: CapTel Call Origination

Voice
62,443



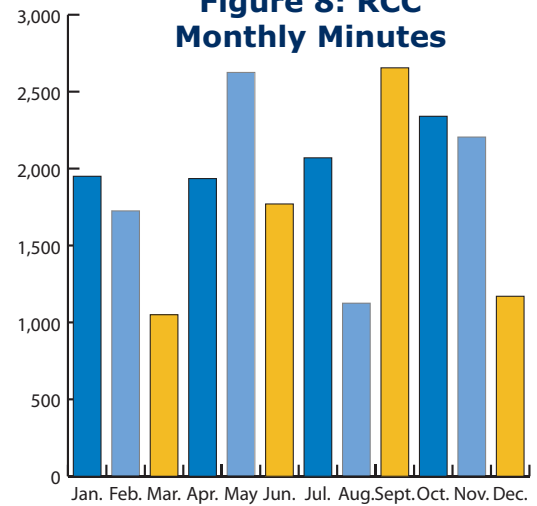
Call Origination

Figure 7 indicates that most Relay North Carolina CapTel calls were initiated by CapTel users.

Relay Conference Captioning

A total of 22,620 RCC minutes was generated in 2009, an 11,805-minute increase from 2008. A breakdown of monthly minutes is indicated in Figure 8.

Figure 8: RCC Monthly Minutes



Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White

Vice President,
Federal Programs

CapTel

Damara Paris

Branch Manager

Kim Calabretta

Relay North Carolina Account Manager – CapTel

Relay Program Management

John Moore

Branch Manager

Angie Officer

Senior RPM

Bola Desalu

Relay North Carolina Account Manager – TRS

Corporate Sales

Maggie Schoolar

Branch Manager

Andrew Brenneman

Corporate Sales Manager

Wireless Sales

Karl Ewan

Account Executive

Customer Service

Brian Adamson

Supervisor

Product Management Group

Paul Ludwick

Branch Manager
(Until April 2009)

Mark Tauscher

Team Leader
(May 2009-Present)

Relay North Carolina Team

Division of Services for the Deaf and Hard of Hearing

Jan Withers
Director

Telecommunication Resources Program

Tom Galey, Program Manager for:

- Relay North Carolina
- Equipment Distribution Service
- Emergency Equipment Distribution Service

Equipment Distribution Service (EDS) Program Assistants

- Gary Cain
- Alma Atkinson
- Sandy Haywood
- Penny Greer

Emergency Equipment Distribution Service (EEDS) Coordinator for Emergency Preparedness

- Tom Ditt

Regional Centers Telecommunications Consultant Representatives

- Asheville: Marilyn Edwards
- Charlotte: Larry Smolik
- Greensboro: Future Patterson
- Morganton: Russell Sinter
- Raleigh: Linda Nelson
- Wilmington: Janelle Taylor
- Wilson: Diana Charbonneau

Appendices

Outreach Activities

Date	Event	Location	Number of Attendees
March 27	UNG Professional Meet and Greet Day	Greensboro	125
April 16	NCASLTA Conference-Sponsorship/Program	Boiling Springs	190
April 24-26	Southern's Womens Show	Raleigh	325
April 9	3 One-on-One Counseling Sessions by NCATP	Charlotte	N/A
	1 One-on-One Counseling Sessions by NCATP	Belews Creek	N/A
April 15	Hind's Feet Farm, Inc. Group Training by NCATP	Huntersville	10
April 24	NC Speech Hearing Language Association NCSHLA group training by NCATP	Raleigh	22
April 30	6th Annual Family Caregiver and Senior Resource Fair by TACSI	Burlington	200+
May 5	ASL Idol-Sponsorship/Program	Greensboro	300
May 7	Business Expo	Raleigh	500+
May 12	Transition Fair	Monroe	300+
May 30-31	Raleigh Health and Wellness Expo	Raleigh	1000+
May 1	Special Education and Speech Language Pathology Dept. by NCATP	Greensboro	25
May 2	Multiple Sclerosis Support Group by NCATP	Greensboro	30
May 6	Language for Life Training by NCATP	Charlotte	15
May 6	1 One-on-One Counseling Session by NCATP	Charlotte	N/A
May 5	Senior Expo for the Rockingham County Senior Games by TACSI	Mayodan	216
May 12	Down East Senior Games Health Expo by TACSI	Wilson	266
May 13	Lutherhaus Apartment for Seniors by TACSI	Hickory	21
May 14	Laurel Hill Nutrition Site by TACSI	Laural Hill	25
May 27	William Booth Garden Apartment by TACSI	High Point	10
June 13	ECDC's Cookout and Aquarium Event	Atlantic Beach	20
June 13	Kinston Deaf Senior Dinner	Kinston	13
June 18-June 20	NCRID Convention	Winston-Salem	175
June 20	DCAD Event	Lexington	63
June 21	Sertoma Deaf Camp	Westfield	150
June 1	Raleigh Lion's Club by NCATP	Raleigh	90
June 5	One to One Counseling Sessions by NCATP	Gastonia	N/A
June 25	Orange County Transition Task Force by NCATP	Chapel Hill	22
June 25	Carol Woods Retirement Center by NCATP	Chapel Hill	16
June 3	Catherine Booth Gardens Apartment by TACSI	Gastonia	12
June 5	South Granville Senior Center by TACSI	Creedmore	30
June 13	Shallow Ford Community Senior Day by TACSI	Elon	30

Relay North Carolina

Date	Event	Location	Number of Attendees
June 23	Alamance Regional Medical Center by TACSI	Burlington	12
July 11	ENCSD Alumni Picnic	Wilson	30
July 25-26	Bel Cher Festival	Asheville	800
July 7	Heritage Community Living by NCATP	Wake Forest	5
July 20	Perdue Pharmaceutical Company by NCATP	Wilson	20
July 23	Springmoor Retirement Living by NCATP	Raleigh	8
July 28	NC Augmentative Communication Association by NCATP	Greensboro	70
July 15	Sammy Williams Center for Independent Living by TACSI	Hendersonville	37
July 15	Western Alliance Center for Independent Living by TACSI	Asheville	6
July 16	Pathways for the Future by TACSI	Sylva	12
July 16	Pathways for the Future by TACSI	Andrew	0
July 21	Alamance Apartment for Seniors by TACSI	Burlington	10
Aug. 1	DSNC with NCSD Alumni Cookout	Morganton	119
Aug. 22	Capitol Deaf Senior 10th Annual Picnic	Raleigh	70
Aug. 23	NCSD's Registration Day	Morganton	92
Aug. 23	ENCSD Registration Day	Wilson	114
Aug. 2	ALS Support Group of Raleigh by NCATP	Raleigh	12
Aug. 10	Guilford County Stone Support Group by NCATP	Greensboro	12
Aug. 19	Family Preservation Services by NCATP	Charlotte	4
Aug. 26	Multiple Sclerosis Christian Fellowship by NCATP	Charlotte	45
Aug. 20	Garland Senior Center by TACSI	Garland	27
Aug. 25	Burlington Social Security Office by TACSI	Burlington	15
Aug. 27	Siler City Senior Center by TACSI	Siler City	25
Aug. 28	UNC Chapel Hill, Division of Physical Therapy, Dept. of Allied Health Sciences, Program in Human Movement Science Faculty, Curriculum in Neurobiology by TACSI	Chapel Hill	29
Aug. 30	Cedar Grove United Methodist Church by TACSI	Mebane	25
Sept. 11-12	Camp Dogwood	Sherrillsford	108
Sept. 13	KissFest	Greensboro	148
Sept. 12	Deaf Awareness Day at Fort Fisher Aquarium	Kure Beach	29
Sept. 24	ENCSD Parnet Learning Day	Wilson	64
Sept. 25	Deaf Awareness Event at Charlotte Regional Center	Charlotte	46
Sept. 26	NC Pride 2009 Festival	Durham	460
Sept. 13	ALS Support Group of New Hanover County by NCATP	Wilmington	14
Sept. 23	Assistive Technology Equipment ExpoWhitley Home equipment by NCATP	Flat Rock	135

2009 Annual Report

Date	Event	Location	Number of Attendees
Sept. 24	Disability Awareness Committee of the National Institute of Environmental Health Sciences by NCATP	RTP	13
Sept. 25	Vantage Lite's Training Session by NCATP	Charlotte	25
Sept. 1	Ellerbe Senior Center by TACSI	Ellerbe	25
Sept. 3	Liberty Senior Center by TACSI	Liberty	27
Sept. 24	Fayetteville/Cumberland Parks and Recreation-Senior Program by TACSI	Fayetteville	1
Oct. 3	NCSD Homecoming Event	Morganton	650+
Oct. 6	Wilson Community Center Presentation	Wilson	30
Oct. 7-8	NCRA Conference	Chapel Hill	182
Oct. 16	Silent Social by UNC at Greenville	Greenville	25
Oct. 17	Camp Woodbine	Raleigh	400
Oct. 15-25	NC State Fair	Raleigh	varies
Oct. 31	Deaf Senior Citizens Halloween Party	Burlington	66
Oct. 12	The Family Support Network of Jackson County by NCATP	Sylva	15
Oct. 20	Speech Language Pathology Class at UNC CH by NCATP	Chapel Hill	25
Oct. 21	Speech Language Pathology at Caldwell Community College by NCATP	Lenoir	21
Oct. 27	Training class by NC Assistive Technology by NCATP	Morganton	51
Oct. 9	Fayetteville Senior Center by TACSI	Fayetteville	50
Oct. 13	Language and Literacy Workshop for Professionals Serving Children who are Deaf and Hard of Hearing by TACSI	Chapel Hill	50
Oct. 21	Troy/Montgomery Senior Center by TACSI	Troy	325
Oct. 24	Faith Community Health Fair by TACSI	Liberty	35
Nov. 2-4	Conference on Exceptional Children	Greensboro	86
Nov. 7	ENCSD Homecoming Event	Wilson	250+
Nov. 14	CAAD Basketball Tournament	Charlotte	90
Nov. 14	ECDC's Thanksgiving Gathering	Kinston	22
Nov. 20	DHHAC's Open House	Winston Salem	77
Nov. 21	NCAD convention	Hickory	51
Nov. 2	Occupational Therapy Assistants Program at PCCC by NCATP	Greenville	15
Nov. 3	AAC Master's Program at UNC CH by NCATP	Chapel Hill	25
Nov. 10	Best Health of Forsyth County Session by NCATP	Winston Salem	18
Nov. 20	NC Vocational Rehabilitation Session by NCATP	Morganton	33

Relay North Carolina

Date	Event	Location	Number of Attendees
Nov. 5-6	The 16th Annual Hear 'n' Now Conference by TACSI	Asheboro	150
Nov. 13	2nd Annual Northampton Wellness Festival by TACSI	Northampton County	50
Nov. 19	CareSouth Homecare Professionals by TACSI	Asheboro	25
Dec. 2-4	NC Council Community Program	Pinehurst	248
Dec. 3	NC Assistive Technology Expo	Raleigh	85
Dec. 3	NC Deaf-Blind Holiday Party	Morganton	50
Dec. 3	CSD/Greensboro Regional Center's Community Holiday Party	Greensboro	152
Dec. 5	Kinston Deaf Seniors Christmas Party	Kinston	47
Dec. 11. 2009	Asheville Regional Center's Community Holiday Party	Asheville	107
Dec. 12	Eastern NC Deaf Community's Holiday Party	Kinston	25
Dec. 9	UNC at Charlotte, Education for Special Need major students by NCATP	Charlotte	35
Dec. 10	Central Piedmont Community College-Disability Class by NCATP	Charlotte	15
Dec. 10	Vocational Evaluators Training Session by NCATP	Morganton	18
Dec. 1	2009 Mingo Nutrition Site by TACSI	Dunn	18
Dec. 17	2009 Golden Years Celebration by TACSI	Raleigh	600

2009 Annual Report

2009 CapTel Exhibits		
(NOTE: Some CapTel exhibits were exhibited along with TRS outreach activities.)		
Date	Event	Location
May 2	MayFest	Gaston
May 9	The Buggy Festival	Carthage (Moore)
May 13	Golden Jubilee	Raleigh
May 14	First Baptist Church	Weldon
May 16	Lucama Spring Fling	Lumaca (Wilson Co.)
May 16-17	Waxhaw Spring Fest	Waxhaw (Union Co.)
May 30	Senior Health And Fitness	Holly Springs
July 29-Aug. 1	Watermelon Festival	Murfreesboro
Aug. 7-8	Waldensian Festival	Valdese
Aug. 8	Crepe Myrtle Festival	Scotland Neck
Sept. 12	Bikers against domestic violence	Duplin
Sept. 12	Historic Morganton festival	Morganton
Sept. 19	North Carolina Turkey Festival	Raeford
Sept. 26-27	Italian Festival	Leland
Sept. 26	Everybody's day	Thomasville
Sept. 26	Kuumba Festival	Laurinburg
Oct. 3	Walk 4 Hearing	Durham
Oct. 7	Senior Health and Fitness Fair	Smithfield
Oct. 10	28th Annual Down East Festival	Rocky Mount
Oct. 9-11	Oktoberfest	Hickory
Oct. 17	Pineville Fall Festival	Pineville
Oct. 10-11	MUM Fest	New Bern
Oct. 17	Hogs and Hens festival	Warsaw
Oct. 22-24	NC Yam Festival	Tabor City
Oct. 29	Vance senior health fair	Vance Co
Nov. 7	Cotton Festival	Dunn
Nov. 7-8	Whirligig Festival	Wilson
Nov. 7	Warsaw Vets Day	Warsaw (Duplin Co)
Dec. 5	Holiday Family Fun Day	Jacksonville

Relay North Carolina

TRS and RCC Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.		
TOTAL NUMBERS OF OUTBOUND CALLS													TOTAL	AVERAGE
TTY	7,070	6,065	6,160	6,084	6,473	6,655	5,062	5,327	5,767	6,183	6,175	5,714	72,735	6,061
Turbo Code	6,872	6,417	5,544	5,070	5,711	5,163	5,276	4,951	4,295	4,611	4,041	3,894	61,845	5,154
ASCII	90	107	114	144	130	166	132	153	119	106	131	138	1,530	128
Voice	3,884	3,521	3,995	3,610	3,631	3,632	3,828	3,502	3,429	3,587	3,358	3,697	43,674	3,640
VCO	5,627	4,553	5,098	4,616	4,533	4,584	5,086	4,949	4,403	4,507	4,290	4,407	56,653	4,721
HCO	28	22	57	90	94	51	41	30	45	19	14	14	505	42
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	9	6	5	4	10	14	8	2	7	0	0	13	78	7
Speech to Speech	488	597	609	614	505	564	492	609	865	596	657	823	7,419	618
TOTAL	24,068	21,288	20,965	19,614	20,582	20,263	18,931	18,914	18,031	18,955	18,014	17,877	237,502	19,792
% PERCENTAGE OF CALLS													AVERAGE	
TTY	29.98%	29.31%	29.37%	31.01%	31.45%	32.84%	26.74%	28.16%	36.92%	32.52%	34.28%	31.96%	31.21%	
Turbo Code	29.14%	31.01%	26.43%	25.84%	27.75%	25.48%	27.87%	26.17%	23.78%	24.25%	22.43%	21.78%	25.99%	
ASCII	0.38%	0.52%	0.54%	0.73%	0.63%	0.82%	0.70%	0.84%	0.66%	0.56%	0.73%	0.77%	0.66%	
Voice	16.49%	17.02%	19.05%	18.40%	17.64%	17.92%	17.58%	18.51%	18.98%	18.87%	18.64%	20.68%	18.32%	
VCO	23.86%	22.00%	24.31%	23.53%	22.02%	22.62%	26.86%	26.16%	24.37%	23.70%	23.81%	24.65%	23.99%	
HCO	0.12%	0.11%	0.27%	23.53%	0.46%	0.25%	0.22%	0.16%	0.25%	0.10%	0.08%	0.08%	2.14%	
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Deaf/Blind Baudot	0.04%	0.03%	0.02%	0.02%	0.05%	0.07%	0.04%	0.01%	0.04%	0.00%	0.03%	0.07%	0.04%	
TOTAL NUMBERS OF COMPLETED CALLS													TOTAL	AVERAGE
Local	14,433	12,985	13,136	12,254	12,378	12,134	11,759	11,466	11,048	11,308	10,411	10,546	143,858	11,988
Intrastate	1,106	879	804	776	933	1,048	883	649	836	1,118	1,044	1,075	11,151	929
Intrastate (Intralata)	174	160	183	189	188	97	135	136	208	117	179	181	1,947	162
Intrastate (Interlata)	932	719	621	587	745	951	748	513	628	1,001	865	894	9,204	767
Interstate	1,338	961	938	980	1,308	1,296	1,063	1,235	989	1,114	1,613	1,397	14,232	1,186
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll Free	1,476	1,219	1,342	1,142	1,104	1,254	1,248	1,247	1,131	1,206	1,070	1,130	14,569	1,214
Directory Assistance	70	45	68	68	35	85	54	36	51	56	41	39	648	54
900 Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inter-national	23	4	10	7	18	9	11	8	9	3	7	6	115	10
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	18,446	16,093	16,298	16,003	15,776	15,826	15,018	14,641	14,064	14,805	14,186	14,193	185,349	15,446
MINUTES OF SERVICE													TOTAL	AVERAGE
Total Minutes	110,167	95,723	90,829	93,900	96,228	95,973	90,898	93,947	89,409	95,143	73,515	87,174	1,112,907	92,742
Less Interstate Min	(8,256)	(6,192)	(6,306)	(6,682)	(7,692)	(6,953)	(6,219)	(7,752)	(6,833)	(7,976)	(10,563)	(8,063)	(89,485)	(7,457)
Less Inter-national Min	(179)	(11)	(43)	(13)	(98)	(31)	(26)	(44)	(100)	(7)	(14)	(43)	(608)	(51)

2009 Annual Report

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
MINUTES OF SERVICE													TOTAL	AVERAGE
Less Toll-Free Min	(8,083)	(6,836)	(7,173)	(6,812)	(5,856)	(6,693)	(6,573)	(7,086)	(6328.51)	(6,804)	(5,895)	(5,791)	(79,931)	(6,661)
Less Interstate DA Min	(22)	(19)	(44)	(28)	(39)	(97)	(91)	(27)	(18.27)	(37)	(15)	(29)	(466)	(39)
Less 900 Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Min	93,627	82,665	88,542	80,365	82,543	82,199	77,989	79,038	76,130	80,320	71,966	73,248	968,632	80,719
STS Billable Min	1,269	1,292	2,288	2,456	1,764	1,851	1,839	1,671	2,033	1,157	1,548	1,280	20,447	1,704
NUMBER OF CALLS TO RELAY													TOTAL	AVERAGE
Offered	34,153	31,417	34,550	31,937	33,155	33,069	31,704	32,320	29,473	29,817	29,569	30,224	381,388	31,782
Answered	33,177	30,689	33,779	31,364	32,246	32,292	30,986	31,361	28,415	29,018	29,037	29,840	372,204	31,017
In Queue	34,153	31,417	34,550	31,937	33,155	33,069	31,704	32,320	29,473	29,817	29,569	30,224	381,388	31,782
Abandoned in Queue	976	728	771	573	909	777	718	959	1,058	799	532	384	9,184	765
Avg. Weekend	1,008	1,024	1,018	850	987	1,011	923	456	847	904	879	871	10,778	898
Avg. Weekday	1,435	1,426	1,342	1,290	1,360	1,393	1,281	663	1,227	1,218	1,281	1,214	15,130	1,261
Inbound	33,209	30,715	32,623	29,208	32,257	32,309	30,997	31,291	28,423	28,999	29,145	29,909	369,085	30,757
Completed	18,446	16,093	16,298	15,227	15,776	15,826	15,018	14,641	14,064	14,805	14,186	14,193	184,573	15,381
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY TYPE													AVERAGE	
TTY	3.39	3.41	3.54	3.45	3.20	3.19	3.62	3.83	3.72	3.79	3.36	3.53	3.50	
Turbo Code	2.79	2.51	2.75	2.58	2.63	2.78	2.63	2.89	2.99	3.02	3.03	2.91	2.79	
ASCII	2.95	1.70	2.11	3.10	3.98	2.38	2.45	2.45	2.12	2.51	2.92	1.89	2.55	
VOICE	2.35	2.18	2.27	2.14	2.34	2.00	2.33	2.08	2.10	1.88	2.22	2.05	2.16	
VCO	3.71	3.91	3.90	3.88	3.64	3.86	3.53	3.68	3.83	4.05	3.89	4.23	3.84	
HCO	5.47	3.64	4.38	3.69	3.57	3.32	5.81	5.64	3.22	4.04	4.77	4.70	4.35	
Deaf/Blind ASCII	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Deaf/Blind Baudot	3.56	5.21	3.76	3.53	4.96	3.23	17.35	4.10	10.67	0.00	8.16	6.28	5.90	
Avg. Work	4.40	4.38	4.52	4.47	4.41	4.44	4.48	4.58	4.57	5.01	4.55	4.53	4.17	
Avg. Conversation	3.07	3.01	3.10	3:05	2.60	3.01	3.06	3.13	3.16	3.18	3.12	3.15	2.81	
STS	5.15	6.31	7.73	5.98	5.97	6.89	6.03	5.69	5.81	10.35	7.38	5.75	6.59	
SPEED OF ANSWER													AVERAGE	
ASA	1.5	1.1	1.1	1.1	1.4	1.3	1.3	1.6	1.7	1.4	0.8	0.7	1.25	
Service Level	95%	96%	96%	96%	95%	95%	95%	94%	94%	95%	98%	98%	95.6%	
CUSTOMER CONTACTS													TOTAL	
Complaints	3	0	3	3	1	3	1	0	1	1	1	0	17	
Commendations	2	1	3	5	13	8	5	6	5	1	2	1	52	
Inquiries/Other	245	224	243	241	217	225	264	254	251	201	181	232	2,778	
NC RELAY CONFERENCE CAPTIONING													TOTAL	AVERAGE
Minutes of Svc	1,950	1,725	1,050	1,935	2,625	1,770	2,070	1,125	2,655	2,340	2,205	1,170	22,620	1,885
Number of Calls	25	28	16	25	34	33	31	20	40	36	31	16	335	28

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Dear Relay North Carolina Consumers,

The fiscal year of January to December 2010 has given Relay North Carolina another opportunity to serve its consumers with top-quality relay services, widespread outreach education and dedication that the state has come to expect.

As Account Managers with nearly nine years of combined relay experience, we work closely with 11 subcontractors, the North Carolina Assistive Technology Program (NCATP), and the Triangle Audio Communications Systems, Inc. (TACSI). They assist us by providing education about Relay North Carolina across the state on telecommunications relay service (TRS) and CapTel products and services. We reached:

- 20,245 attendees at TRS-related events,
- 14,492 attendees at CapTel-related events,
- 2,705 attendees at CapTel presentations, and
- 183 new users, who were trained on CapTel products and services.

Additional Relay North Carolina CapTel promotions included a television public service announcement broadcast during three periods:

- March 1–May 7: 1,078 broadcasts
- July 26–October 1: 2,314 broadcasts, including a diversity spot 398 times
- October 11–December 10: 2,047 broadcasts

Other highlights include:

- Replacing the CapTel 200 phone with the newer CapTel 800 model
- Creating a new CapTel brochure, speech-to-speech table banner and flyer, and a Relay Conference Captioning flyer and table banner
- Updating the Relay North Carolina website
- Developing and distributing two editions of the Relay North Carolina newsletter

Sprint Relay appreciates the opportunity to deliver quality relay services and outreach education through a solid relationship with the Division of Services for the Deaf and the Hard of Hearing

Sincerely,

Bola Desalu

Account Manager, TRS NC



Kim Calabretta

Account Manager, CapTel NC



Outreach and Marketing

Relay North Carolina supported relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. Assisting the Account Managers were 11 subcontractors, who promoted telecommunication relay services (TRS) as well as CapTel and numerous relay services.

Outreach

TRS Outreach Activities

Outreach included exhibitions and/or presentations at:

- ENCSD Parent Learning Day in Wilson
- Independent Living Training Session in Charlotte
- NC Augmentive Communication Association conference in Raleigh
- Health Fair at the Cary Senior Center
- Southern Women Expo in Charlotte
- Hispanic Community Awareness Group in Burgaw
- Domino's Pizza in Jacksonville
- Disabled American Vets (Chapter 16) in Jacksonville
- NC Pride Day Festival in Durham
- Italian Fest in Leland
- Selma Railroad Days in Selma
- Exceptional Children's Conference in Greensboro

See appendix for a complete listing.

CapTel Outreach Activities

Outreach included exhibitions and/or presentations at the:

- Women's Empowerment in Raleigh
- AARP of North Raleigh Training Session
- African-American Health Fair in Beaufort
- Senior Expo in Roanoke Rapids
- Multicultural Festival in Lexington
- Senior Fraud Expo in Charlotte
- Department of Aging in Chapel Hill
- Assistive Technology Expo in Raleigh
- AARP Driver Safety chapters throughout the state
- Senior centers throughout the state
- Haliwa-Saponi Tribal School

During this fiscal year, Relay North Carolina provided 183 CapTel training sessions. The monthly breakdown of these trainings is shown at right.

See appendix for a complete listing.



CapTel subcontractor Ron Kolodziej with a consumer at the Southern Women Expo.



CapTel subcontractor Debbie Canupp-Johnson at a jubilee.

January	37	July	18
February	19	August	15
March	13	September	9
April	3	October	11
May	10	November	12
June	23	December	13

Outreach Education

Relay North Carolina Newsletter

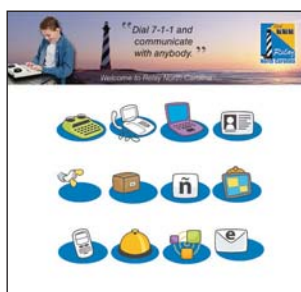
To keep relay consumers updated on relay products and services, Relay North Carolina distributed a newsletter in the summer and winter.

The summer issue featured relay terminology, interviews with relay users, the new CapTel 800 and pictures of outreach activities. The winter issue described Relay Conference Captioning (RCC), detailed the CapTel phone features, discussed the Relay Ambassador program, and included letters from the Account Managers.



Relay North Carolina Website

Relay North Carolina's website at www.relaync.com provides information on Relay North Carolina products and services in English and Spanish. During this fiscal year, revisions and updates were made, with selected examples shown below:



Relay NC



CapTel NC



RCC



NC Spanish Relay

Website Statistics

To monitor trends on the Relay North Carolina website, the Account Managers received a monthly statistics report identifying the most-accessed pages. In 2010, there were 459,854 hits, representing the requests made to the server; the chart at right shows a monthly breakdown. The increase in March and from August to September can be attributed to the CapTel public service announcement on television.

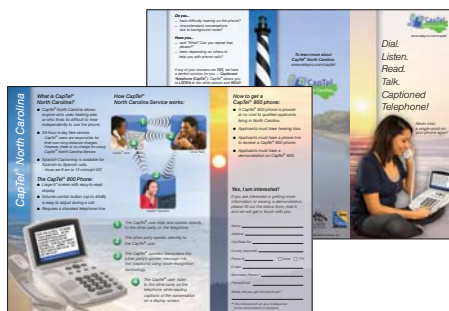
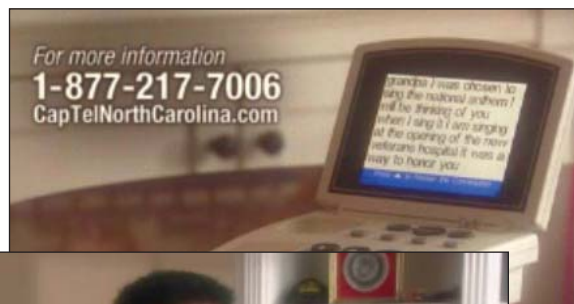
Month	Hits	Month	Hits
January	21,800	July	45,636
February	23,450	August	87,082
March	65,592	September	67,918
April	39,072	October	26,178
May	30,758	November	17,621
June	21,130	December	13,617

Marketing

Public Service Announcement

Relay North Carolina promoted CapTel products and services by broadcasting a public service announcement (PSA) on television 5,439 times during three time periods. The PSA, which showed Relay North Carolina's website address, was aired during popular programs such as:

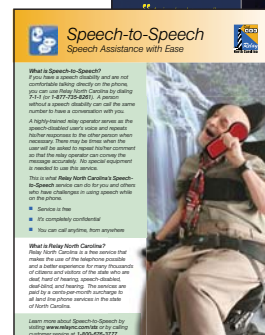
- Dr. Oz
- Third Rock/Fresh Prince
- Good Morning America
- Your Carolina
- Judge Mathis
- Oprah
- The Andy Griffith Show
- The Ellen DeGeneres Show
- Matlock
- In the Heat of the Night
- America's Funniest Home Videos
- TODAY
- Live with Regis & Kelly
- Various news programs



Literature

In August, a brochure was created to showcase the new CapTel 800 phone and service, which replaced the CapTel 200. The phone offers new features such as a larger display screen that is more readable. To assist Relay North Carolina consumers in learning how to use this newer model, the brochure outlined the specifications.

Relay North Carolina also created a new flyer and a table banner explaining Speech-to-Speech service (shown at right).



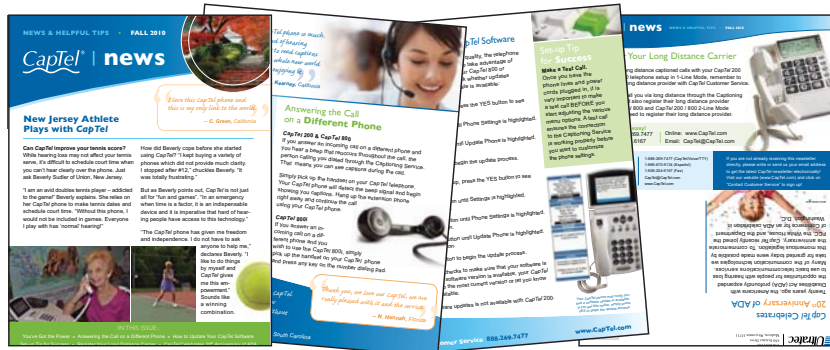
Advertisements

To promote Relay North Carolina products and services, advertisements were placed in high-visibility publications and on websites. The largest exposure came from a CapTel advertisement placed in all local newspapers in the eastern region.

Additionally, Relay North Carolina products and services continued to be promoted via brochures, instructional and marketing flyers, mass e-mails, and informal group settings.

CapTel

A newsletter offering CapTel tips, announcements, and other helpful information was also distributed to subscribers.



Telecommunications Relay Service

The following charts indicate the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay North Carolina.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay North Carolina. The total of 943,093 minutes includes all aspects of TRS services except STS and CapTel. This represents a decrease of 15.3% from last year.

Fig. 1: Session Minutes

Jan.	82,497	July	78,455
Feb.	77,992	Aug.	76,980
March	89,194	Sept.	72,016
April	81,970	Oct.	71,032
May	83,233	Nov.	71,227
June	87,232	Dec.	71,266

Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay North Carolina. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and others. Relayed call volume totaled 142,847 calls this fiscal year.

Fig. 2: Relayed Call Volume

Jan.	12,864	July	12,054
Feb.	11,982	Aug.	10,931
March	13,621	Sept.	11,022
April	12,807	Oct.	10,774
May	12,199	Nov.	10,793
June	12,908	Dec.	10,892

Average Speed of Answer and Service Level

Figure 3 illustrates that Relay North Carolina has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **1.22 seconds** and the Service Level (SVL) was that **95.5% of calls** were answered within 10 seconds.

Fig. 3: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
Jan.	.8	98%	July	1.1	96%
Feb.	1.1	96%	Aug.	1.1	96%
March	1.4	95%	Sept.	1.1	96%
April	1.4	95%	Oct.	1.3	95%
May	1.3	95%	Nov.	1.5	94%
June	1.0	96%	Dec.	1.5	94%

FCC Annual Customer Contact Log

Relay North Carolina Customer Service handled customer contacts regarding:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The Relay North Carolina and CapTel North Carolina Account Managers prepare and submit the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Relay North Carolina PUC administration, which, in turn, submits the report to the FCC. Figure 4 shows the number of customer call types; there were 31 commendations, 35 complaints, and 2,774 inquiries.

Figure 4: Customer Call Types

	January	February	March	April	May	June
Commendations	5	4	2	4	1	1
Complaints	4	10	6	2	4	3
Inquiries	213	201	279	189	181	223
	July	August	September	October	November	December
Commendations	4	5	4	0	1	0
Complaints	3	3	0	0	0	0
Inquiries	220	288	276	247	211	246

CapTel

The following charts indicate the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 5. This fiscal year's CapTel session minutes totaled 2,108,097 CapTel, an increase of 11.5% from last year.

Fig. 5: CapTel Session Minutes

Jan.	193,316	July	165,887
Feb.	177,571	Aug.	171,917
March	184,747	Sept.	167,842
April	163,208	Oct.	176,779
May	171,495	Nov.	177,912
June	161,168	Dec.	196,255

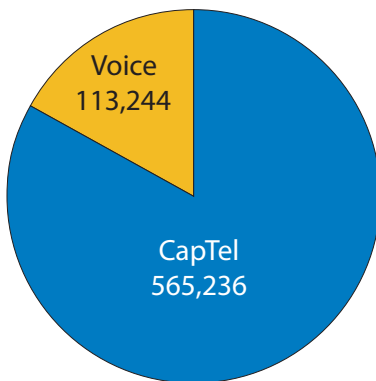
Call Volume

A total of 678,480 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 6.

Fig. 6: CapTel Call Volume

Jan.	57,258	July	53,719
Feb.	54,816	Aug.	55,471
March	59,893	Sept.	55,820
April	54,806	Oct.	57,171
May	56,025	Nov.	56,193
June	54,053	Dec.	63,255

Figure 7: CapTel Call Origination



Call Origination

Figure 7 indicates that most Relay North Carolina CapTel calls were initiated by CapTel users.

FCC Annual Customer Contact Log

The Account Managers prepare and submit the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the North Carolina PUC administration, which, in turn, submits the report to the FCC.

Relay Conference Captioning

A total of 15,960 RCC minutes was generated in 2010. A breakdown of monthly minutes is shown in Figure 8.

Fig. 8: RCC Minutes			
Jan.	2,745	July	660
Feb.	1,125	Aug.	1,065
March	1,095	Sept.	825
April	1,440	Oct.	495
May	2,670	Nov.	570
June	2,490	Dec.	780

Relay North Carolina Team

Division of Services for the Deaf and Hard of Hearing

Jan Withers
Director

Telecommunication Resources Program

Tom Galey, Program Manager for:

- Relay North Carolina
- Equipment Distribution Service

Tom Kuszaj, Equipment Distribution Service Coordinator

Equipment Distribution Service Program Assistants

- Gary Cain
- Sandy Haywood
- Penney Greer
- Barbara Massey

Regional Centers Telecommunications Consultant Representatives

- Asheville: Marilyn Edwards
- Charlotte: Larry Smolik
- Greensboro: Futurea Patterson
- Morganton: Russell Senter
- Raleigh: Linda Nelson
- Wilmington: Mary Crump
- Wilson: Diana Charbonneau

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management
John Moore
Branch Manager

Angie Officer
Senior RPM

Bola Desalu
Account Manager – NC TRS

Marketing and Product Development
Damara Paris
Branch Manager

Kim Calabretta
Account Manager – NC CapTel

Corporate Sales
Maggie Schoolar
Branch Manager

Andrew Brenneman
Corporate Sales Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendices

Outreach Activities

Date	Name of Outreach Activity	Location	Number of Attendees
January 7	Educational Community Workshop	Raleigh	10
January 9	W.A.A.D. Basketball Tourney	Wilson	100
January 9	EDC New Year Party	Kinston	20
January 9	The People's Wellness Project Health Clinic and Expo by TACSI	Garysburg	35
January 13	NCVR/Independent Living Training Session by NCATP	Charlotte	28
January 14	Randolph County Senior Adults Association by TACSI	Archdale	50
January 20	Central Piedmont Community College Training Session by NCATP	Charlotte	18
January 21	ENCSD's Parent Learning Day	Wilson	76
January 22	Rehabilitation Specialist Training Session by NCATP	Charlotte	10
January 23	DCAD Winter Party	Lexington	297
January 25	Rockingham Senior Citizens Group by TACSI	Rockingham	18
January 29	Morganton RC's Open House	Morganton	35
February 8	WPCC Presentation	Morganton	56
February 11	Minispeak Group Training Session by NCATP	Charlotte	40
February 13	ECDC's Valentine Social	Kinston	25
February 13	Farmington Deaf Social	Mocksville	28
February 17	CJ Jones Play	Wilson	105
February 17	Lancaster Family Service	Monroe	15
February 18	Rape Crisis Center	Hickory	6
February 19	Crabtree Mall Silent Supper	Raleigh	14
February 20	"People's Wellness Project" Health Clinic and Expo by TACSI	Garysburg	35
February 22	Denton Nutrition Site by TACSI	Denton	25
February 25	Sampson County Department of Aging, Clinton Nutrition Site by TACSI	Clinton	35
February 28	NC Augmentative Communication Association Conference by NCATP	Raleigh	24
February 28	NC Augmentative Communication Association Conference by NCATP	Raleigh	50
March 1	LifeSpan training Conference by NCATP	Charlotte	20
March 4	WCHS's Educational Community	Raleigh	25
March 6	NCWAD's Bowling Classic	Hickory	26
March 9-12	Deaf Blind Convention	Pine Knoll Shores	84
March 10	Emmanuel Senior Center by TACSI	High Point	27

Date	Outreach Activity	Location	Number of Attendees
March 11	Eastern Chatham Senior Center by TACSI	Pittsboro	50
March 11	NC Chapter of Society for Public Health Education Annual Conference by TACSI	Burlington	50
March 13	Farmington Deaf Social Group's Patrick Gathering/Exhibition	Mocksville	65
March 18	LifeSpan Training Conference by NCATP	Wilmington	10
March 18	NCATP Medical Rehabilitation Program	Greenville	12
March 20	Port City Association for the Deaf	Wilmington	34
March 20	DCAD's St. Patrick Gathering	Lexington	54
March 23	North Carolina A and T University by TACSI	Greensboro	20
March 24	Heritage Homes Apartment by TACSI	Henderson	7
March 25	Health Fair at Cary Senior Center by TACSI	Cary	150
March 25	Wilson's Open House	Wilson	112
March 26	Conference at Governor Morehead School in Raleigh by NCATP	Raleigh	20
March 28	UNCG's ASL Idol	Greensboro	155
April 8	"Speaking out of the box" Conference by NCATP	Durham	24
April 10	Sign-A-Thon Event	Greensboro	167
April 10	ECDC's Easter Social	Kinston	8
April 13	Moses Cone Brain Injury Group by NCATP	Greensboro	15
April 16	Meet and Greet Day	Greensboro	67
April 16	Accessible Recreation Day	Wilmington	73
April 16	STS Training Session by NCATP	Gastonia	50
April 17	Springwood Presbyterian Church by TACSI	Whitsett	35
April 17	DCAD Easter Social	Lexington	38
April 19	Latina American Coalition by TACSI	Charlotte	6
April 19	Latina American Coalition by TACSI	Charlotte	6
April 22-24	National Deaf Basketball Organization	Greensboro	308
April 23-25	Southern Women Expo	Charlotte	300
April 23	NC Department of Public Institution Training session by NCATP	Burlington	40
April 26	Scott-Mitchell Housing Complex Apartments by TACSI	Norlina	15
April 28	Business Expo	Raleigh	252
May 1	NC BDA Cookout	Greensboro	102
May 1	Aging and Living Well Expo- "Spring into Action" by TACSI	Rockingham	150
May 4	Madison-Mayodan Recreation Center Senior Games Expo by TACSI	Madison	236
May 4	Mini Expo at Rockingham Community College	Rockingham	37

Date	Outreach Activity	Location	Number of Attendees
May 6	Educational Community Workshop	Raleigh	20
May 15	Asheville Sign-a-Thon	Asheville	92
May 15	The People's Wellness Project Health Clinic and Expo by TACSI	Garysburg	35
May 17	Union County Transition Fair	Monroe	128
May 20	7th Annual Family Caregiver and Senior Resource Fair by TACSI	Burlington	150
May 21	Edgecombe Community College by TACSI	Tarboro	40
May 22-23	Health and Fitness Expo	Raleigh	710
May 28	NCSD's Family Day Event	Morganton	104
May 30-June 2	DSNC Conference	Coralla	48
June 2	Western Carolyn University Training Session by NCATP	Sylva	16
June 3	NC Voc Rehab Training Session by NCATP	Morganton	25
June 5	Charlotte Sign-a-Thon	Concord	136
June 9	Burke County Chamber of Commerce Training Session by NCATIP	Morganton	52
June 9	Caldwell Community College Training Session by NCATP	Lenoir	22
June 12	Wilson Sign-a-Thon	Wilson	42
June 17	NCRID Conference	Greenville	72
June 19	Smoky Mtn. Deaf Club	Black Mountains	96
June 19	People's Wellness Project Health Clinic and Expo by TACSI	Garysburg	39
June 20	Sertoma Deaf Club	Westfield	137
June 22	Altium Family Group Awareness by STS	Jacksonville	13
June 23	Holly Springs Apartments by TACSI	Holly Springs	24
June 23	Wounded Warrior Program by STS	Camp Lejeune	21
June 24	Trenton Community Elderly Center by STS	Trenton	12
June 26	Hispanic Community Awareness Group by STS	Burgaw	24
June 26	Wilmington Sign-a-Thon	Wilmington	204
June 26	Summer Deaf Jam	Charlotte	54
June 27	Kenly Senior Center by TACSI	Kenly	17
June 29	Belgrade Community Center by STS	Belgrade	33
June 30	Swansboro Senior Center by STS	Swansboro	6
June 30	Speech Language Clinic by STS	Jacksonville	12
July 1	Monsters Pizza by STS	Jacksonville	11
July 2	Wounded Warriors Barracks "C" by STS	Camp Lejeune, Jacksonville	37
July 8	New Bern Health Info Far by STS	New Bern	77

Date	Outreach Activity	Location	Number of Attendees
July 9	Cape Fear Wellness Fair by STS	Wilmington	102
July 12	Onslow ENT by STS	Maysville	16
July 12	Dominos Pizza by STS	Jacksonville	14
July 13	Marine/Navy Health Center by STS	Jacksonville	44
July 13	Brunswick Senior Resources Inc. Presentation by TACSI	Leland	35
July 15	Awareness by STS	Swansboro	67
July 16	Bertie County Aging Council by TACSI	Windsor	35
July 16	Hamstead Senior Center by STS	Hamstead	93
July 17	DCAD Movie Event	Lexington	18
July 19	Disabled American Vets local Chapter 16 by STS	Jacksonville	134
July 20	Veterans of Foreign Wars by STS	New Bern	77
July 21	Shrine Temple of Eastern NC by STS	Wilmington	146
July 22	Vanceboro Community Center by STS	Vanceboro	69
July 22	Davis Community Center by TACSI	Robbins	25
July 23	Carteret Behavioral Healthy by STS	River Bend	47
July 26	Four Oaks Senior Center by TACSI	Four Oaks	10
July 30-31	Watermelon Festival	Murfreesboro	233
August 3	National Night Out at Jacksonville downtown by STS	Jacksonville	200
August 4	Pine Acres Community Center Nutrition Site for Meals on Wheels by TACSI	Fuquay-Varina	13
August 5	Moore County Senior Enrichment Center by TACSI	West End	25
August 5	Coastal Carolina Community College Student Council by STS	Jacksonville	8
August 6	Kinston Annual Community Information Fair by STS	Kinston	89
August 7	Eastern Carolina Second Chance Speech Club by STS	Wilmington	30
August 7	NCSD Alumni and Deaf Seniors NC	Morganton	71
August 7	White Lake Event by SDAD	White Lake	60
August 9	Caswell County Senior Center by TACSI	Yanceyville	30
August 10	Luther Green Community Center Meals on Wheels by TACSI	Morrisville	15
August 10	Onslow County High School Principles by STS	Jacksonville	9
August 10	Onslow County Middle School Principles by STS	Jacksonville	11
August 11	Ayden Community Senior Center by STS	Ayden	14
August 13	Clinton Veterans Association Hospital by STS	Clinton	27
August 14	Eastern Carolina Deaf Community's Texas Hold'em Event	Kinston	43
August 14	Capital Deaf Senior Social's Annual Picnic	Pleasant Garden	73
August 17	Onslow County Special Needs Teachers by STS	Jacksonville	7
August 17	Onslow County Elementary School Principles by STS	Jacksonville	14

Date	Outreach Activity	Location	Number of Attendees
August 18	Mayors Committee for Persons with Disabilities by STS	Jacksonville	44
August 21	Mount Pilgrim Missionary Baptist Church Health Fair by STS	Newport	90
August 22	Registration Day at ENCSD	Wilson	68
August 22	Registration Day at NCSD	Morganton	75
September 1	Little Washington Speech Club by STS	Washington	34
September 2	Wilmington Health Medical SLP/ENT Speech Clinic by STS	Wilmington	12
September 3	Madison Mayodan Recreation Center by TACSI	Mayodan/Madison	40
September 4	Kure Beach Laryngectomy Club by STS	Kure Beach	19
September 7	Maysville Men's Cancer Survivor Club by STS	Maysville	33
September 7	Carteret County Lions Club Meeting by STS	New Bern	41
September 7	Selma Senior Center by TACSI	Selma	10
September 9	Morehead City Shrine Club Health Expo by STS	Morehead	105
September 9	ENCSD's Parent Learning Day	Wilson	10
September 9-11	Camp Dogwood	Sherill Ford	126
September 9-10	SERN/NCRA Conference	Asheville	154
September 10	Shallotte Senior Center by TACSI	Brunswick County	40
September 10-12	Fall Home Landscaping and Spa Show	Raleigh	108
September 11	Onslow Senior Expo by STS	Jacksonville	250
September 14	Jacksonville Commons Wounded Warriors Day by STS	Jacksonville	44
September 14	Garden of Eden Senior Center by TACSI	Eden	30
September 15	Princeton Senior Center by TACSI	Princeton	12
September 16	Burgaw Health Center Info Fair by STS	Burgaw	175
September 16	Home Health Services Randolph Hospital by TACSI	Asheboro	34
September 16-19	Southern Women's Show	Charlotte	1100
September 18	NC Turkey Festival by STS	Raeford	400
September 18	NCBDA Cookout	Greensboro	42
September 19	Deaf Kissfist	Greensboro	152
September 21	Big Rock Blue Marlin Sponsoring a Health Fair by STS	Morehead City	56
September 22	Warsaw All Meet Your Health Department by STS	Warsaw	67
September 23	Vanceboro Health Services Information Fair by STS	Vanceboro	68
September 24	Charlotte DSDHH's Community Fair	Charlotte	42
September 24	Division of Physical Therapy UNC Chapel Hill by TACSI	Chapel Hill	30
September 25	Kuumba Festival	Laurinburg	59

Date	Outreach Activity	Location	Number of Attendees
September 25	Deaf Day at NC Zoo	Asheville	167
September 25	NC Pride Day Festival	Durham	557
September 25	Italian Festival by STS	Leland	375
September 26	Italian Festival by STS	Leland	300
September 28	Fort Bragg Home of Wounded Warriors (East) by STS	Fayetteville	67
October 1	Progress Business Solution's Customer Appreciation Day	Raleigh	26
October 2	NCSD Homecoming Event	Wilson	463
October 2	Selma Railroad Days by STS	Selma	375
October 5	Bath Britthaven Adult Living Center by STS	Bath	33
October 6	Mayors Community for Persons with Disabilities by STS	Jacksonville	67
October 7	Senior Adult Resource Fair by TACSI	Burlington	50
October 7	Wilson Community College- Interpreting Student Program	Wilson	14
October 9	Mason-Dixie Volleyball Tournament	Wilson	25
October 9	Swansboro Mullet Festival by STS	Swansboro	500
October 10	Swansboro Mullet Festival by STS	Swansboro	450
October 12	Grifton Adult Rehabilitation Center by STS	Grifton	56
October 13	Troy/Montgomery Senior Center's Senior Fun Day by TACSI	Troy	310
October 14	Hampstead ENT Clinic by STS	Hampstead	12
October 16	Sam's Club by STS	Jacksonville	250
October 16	Camp Woodbine	Raleigh	103
October 16	SWIS at Imaginon	Charlotte	100
October 16	The People's Wellness Project's Health Clinic Expo by TACSI	Garysburg	25
October 17	Sam's Club by STS	Jacksonville	300
October 19	Havelock HealthCenter Info Expo by STS	Havelock	45
October 20	SWIS at Wachovia	Durham	131
October 24	Family Comedy Night	Raleigh	26
October 24	Morehead- Sam's Club by STS	Morehead City	170
October 25	Johnson County Health Depart Special Needs by STS	Selma	7
October 27	Williamson ENT of Albemarle by STS	Williamston	11
October 29	TBI Conference by STS	Cary	95
October 29	2010 Disabilities Awareness Fair	Kinston	56
October 30	ENCSD Homecoming Event	Wilson	81
October 30	Capital Deaf Social's Halloween Party	Pleasant Garden	92

Date	Outreach Activity	Location	Number of Attendees
November 1-2	Exceptional Children's Conference	Greensboro	384
November 3	Tarboro Health Department Special Needs Program by STS	Tarboro	45
November 4	Edenton General Hospital ENT/SLP Clinic by STS	Edenton	22
November 4-6	NCASLTA Conference	Hendersonville	57
November 6	Veterans Day Celebration by STS	Warsaw	47
November 8	Sam's Club by STS	New Bern	49
November 9	New Hanover Laryngectomy New Voice Club by STS	Wilmington	35
November 13	Fall Basketball Classic	Charlotte	89
November 16	Fayetteville Veterans Hospital Rehabilitation Dept by STS	Fayetteville	36
November 18-19	Assistive Technology Expo	Raleigh	300+
November 20	OWC Craft Fair by STS	Camp Lejeune	275
November 21	OWC Craft Fair by STS	Camp Lejeune	150
November 22	Benson Senior Center by TACSI	Benson	16
November 30	UNC at Greensboro Communication Sciences and Disorders Clinic by TACSI	Greensboro	15
December 1	Littleton Senior Center by TACSI	Littleton	16
December 1	Wounded Warriors West by STS	Camp Lejeune	44
December 1	Mayors Committee for Persons with Disabilities by STS	Jacksonville	37
December 1	Wounded Warriors East by STS	Camp Lejeune	73
December 2	Wilson Holiday Event at Pitt Community College	Greenville	8
December 3	Camp Lejeune Exceptional Family Members Program by STS	Camp Lejeune	23
December 3	Wilmington RC Open House and Community Appre-	Wilmington	68
December 4	Christmas at the Beach	Wilmington	168
December 6	Fort Bragg Resource Assistance for the Wounded by STS	Fort Bragg	13
December 6	Army Wounded Warriors Rehab Clinic by STS	Fort Bragg	77
December 7	Deaf Blind Regional Interagency	Morganton	55
December 7	Wilson Holiday Event at George Street Senior Center	New Bern	10
December 8	Morganton's Holiday Event	Morganton	31
December 8	Wilson Holiday Event at Halifax Community College	Roanoke Rapids	8
December 8	New River Exceptional Family Members Program by STS	New River MCAS	19
December 9	GSDHH and CSDHH Holiday Event	Jamestown	176
December 10	Asheville Holiday Tea	Asheville	78
December 11	Farmington Deaf Christmas Social	Mocksville	44

Date	Outreach Activity	Location	Number of Attendees
December 11	Eastern Carolina Deaf Club's Christmas Event	Kinston	18
December 11	Kinston Deaf Senior Club's Christmas Event	Kinston	21
December 13	Coffee and Cake at North Regional Library	Fayetteville	12
December 14	Wilson Holiday Event at Wayne Co. Public Library	Goldsboro	16
December 14	Stroke Survivors of Onslow/Carteret County by STS	Morehead City	31
December 15	Wilson Holiday Event at Wilson Senior Center	Wilson	25
December 16	Seymour Johnson Air Force Base Family Assistance by STS	Goldsboro	18
December 17	50th Annual Golden Years Holiday Celebration by TACSI	Raleigh	150
December 20	TBI Exceptional Family Group MCAS New River by STS	New River MCAS	18
December 20	STS Exceptional Family Group MCAS New River by STS	New River MCAS	74
December 22	Coffee and Cake at Raleigh Regional Center	Raleigh	35

CapTel Outreach: Presentations

Date	Event	Location	Number of Attendees
January 11	AARP Drivers Safety	Greenville	17
January 12	Salisbury Retirement	Rowan County	32
January 13	AARP Drivers Safety	Raleigh	26
January 13	Kings Mountain Senior Center	Gaston County	8
January 23	HLAA Chapter	Durham	16
February 4	Jones Senior Center	Cabarrus County	26
February 5	Harrisburg Senior Center	Cabarrus County	38
February 8	Kannapolis Senior Center	Cabarrus County	24
February 8	Senior Center	Davidson County	31
February 22	Senior Center	Caswell County	26
February 22	Midland Senior Center	Cabarrus County	32
February 25	Mt. Pleasant Senior Center	Cabarrus County	34
March 1	Paw Creek Senior Center	Mecklenburg	36
March 5	Senior Center	Washington County	20
March 8	HLAA chapter	Greensboro	24
March 9	Senior Lunch	Raleigh	43
March 9	4H Nash Co	Nash	12
March 9	Pineville Senior Center	Pineville	49
March 11	Southview Senior Meals	Charlotte	38
March 13	Edwin Tower Senior Center	Charlotte	28
March 15	Ada jenkins Senior Center	Davidson County	23
March 15	AARP Drivers Safety	Durham	16

Date	Event	Location	Number of Attendees
March 15	Senior Center	Buncombe County	7
March 16	Senior Center	Pansqoutank County	40
March 16	Senior Center	Yancy County	28
March 16	Church/New Hope Baptist	Charlotte	42
March 23	Senior Center	Camden County	38
March 25	AARP Drivers Safety	Sanford (Lee County)	16
March 26	AARP Drivers Safety	Asheville	14
March 29	AARP Drivers Safety	Pittsboro (Chatham)	9
April 1	Senior Center	Sampson County	24
April 5	Senior Center	Washington County	45
April 12	Hospice of Union Co	Union County	28
April 13	Senior Center	Louisberg	38
April 14	Carrabus Senior Center	Concord	85
April 16	Southview Center	Charlotte	68
April 23	Senior Center	Dare County	68
April 23	Senior Meal Program	Charlotte	18
April 28	Senior Center	Granville County	23
April 28	Senior Center	Charlotte	28
April 29	Senior Meal Program	Mint Hill	46
April 29	Senior Center	Clayton	12
April 30	Senior Center	Greene County	40
May 1	Church, Senior Lunch	Charlotte	32
May 10	Senior Center	Cherokee	41

Date	Event	Location	Number of Attendees
May 10	Senior Center	Shelby	38
May 11	Church Social	Mooreville	68
May 13	Retirement Home	Wake Forest	5
May 13	Senior Lunch	Gethsemane	41
May 21	Senior Center	Edenton	15
May 27	Senior Center	Pleasant Grove	35
May 27	Church Social	Rocky Mount	16
May 27	Senior Lunch	Pleasant Grove	35
May 28	AARP Drivers Safety	Durham	15
May 28	Retirement Home	Rocky Mount	32
May 25	Senior Center	Hertford County	35
June 2	Senior Center	Murfreesboro	40
June 4	Nutrition Center	Hertford County	20
June 4	Senior Breakfast	Chowen County	35
June 7	Hinds Feet Farm Center	Mecklenburg	16
June 8	Nutrition Center	Hertford County	43
June 9	Senior Center	Johnston County	12
June 9	Hospice Center Kings Mountain	Rowan County	4
June 24	Senior Center	Tarboro	15
June 25	Senior Center	Chaowan	27
June 28	Senior Apts	EdgeCountymbe	16
July 1	Senior Center	Grifton	12
July 8	Senior Center	Martin County	21
July 12	Senior Center	Martin County	15

Date	Event	Location	Number of Attendees
July 13	Federal Retirees	Lincoln County	26
July 15	Cardinal Pointe Senior Apt.	Ayden	7
July 21	Senior Center	La Grange	11
July 22	Senior Center	Ayden	12
July 23	Senior Club	Bassett Center	20
August 2	Halifax School	Halifax County	3
August 4	Senior Center	Farmville	20
August 10	Haliwa-Saponi Tribal School	Halifax County	6
August 11	Wellness Center	Pitt County	25
August 13	Wilson co Senior Center	Wilson	22
August 27	Moore County AARP	Moore	15
September 3	Granville Senior Center	Granville County	37
September 5	AARP Drivers Safety	Fuquay Varina	9
September 9	Ronake Senior Club	Ronake Rapids	20
September 13	AARP Class	Lee County	9
September 13	Dunbar Senior Center	Edgecombe	20
September 15	Kirkwood Retirement Home	Goldsboro	31
September 22	AARP Class	Fuquay Varina	9
October 2	Senior Center	Mt Gield	26
October 4	AARP Class	Durham	24
October 4	AARP Class	Pittsboro	12
October 6	Lucama Senior Center	Wilson	20
October 12	Womens Club (Holy Church)	Denver	24
October 18	AARP Class	Raleigh	12

Date	Event	Location	Number of Attendees
October 18	AARP Class	Raleigh	17
October 21	Seniors Breakfast	Princeville	102
October 21	AARP Class	Raleigh	7
October 22	Senior Center	Wilson	20
October 26	AARP Class	Raleigh	6
November 1	AARP Class	Raleigh	14
November 2	AARP Class	Apex	6
November 5	AARP Class	Pittsboro	15
November 10	Senior Center	Stansburg	25
November 9	Alpha Chi Womens Society	Mt. Gield	18
November 15	AARP Class	Cary	16
November 18	NARFE	Hickory	17
December 1	AARP Class	Durham	8
December 15	AARP Class	Durham	14

CapTel Outreach: Exhibits

Date	Event	Location	Number of Attendees
March 9	Senior Wellness Expo	Carrabus	426
March 20	Women's Empowerment	Raleigh	678
March 23	Reitzel Liberty Senior Expo	Greensboro	133
March 27	African American Health Fair	Beaufort	121
April 10-11	Azalea Festival	Wilmington	276
April 12	St Thomas Senior Wellness	Charlotte	35
April 8	Senior Expo	Roanoke Rapids	184
April 10	Blue Ribbon Event Fair	Edgecombe	153
April 14	Carrabus Co Wellness Fair	Concord	40
April 16	Professional meet/greet	Greensboro	33
April 21-23	NC Speech, Hearing and Language convention	Durham	266
April 23-25	Southern Women's Conference	Raleigh	602
April 23	Senior Health Fair	Dare	68
April 28	Wilkes Senior Center Health Fair	Wilkes	33
April 28	Business Expo	Raleigh	156
May 1	Ham and Yam	Johnston	327
May 2	Carrboro Day	Chapel Hill	51
May 2	Multicultural Festival	Lexington	154
May 2	May Fest	Rutherford	25

Date	Event	Location	Number of Attendees
May 5	Senior Fraud Expo	Charlotte	78
May 5	Golden Jubilee	Raleigh	426
May 7-8	Spring Folly (Forsyth)	Kernersville	125
May 8	Blooming Festival	Asheville	254
May 8	Lure of Dragon	Rutherford	38
May 11	Senior Games Health Fair	Rocky Mount	105
May 14	PineTops Fest	Edgecombe	45
May 15	Spring Fest	Rowan	38
May 15	Cleveland Spring Fest	Cleveland	21
May 20	Beaufort Co Senior Expo	Beaufort	230
May 22	HCAA Wake Exhibit Expo	Raleigh	25
May 22	Health and Fitness Expo	Raleigh	401
May 26	Rocky Mount Senior health	Nash	138
June 4-5	Hog Happening Festival	Lincolnton	58
June 8	Senior Health Fair	Rocky Mount	259
June 11-12	Farm Festival	NorthHampton	63
June 12	Washington Festival	Washington	665
June 19	Juneteenth	NorthHampton	78
June 19	West Port Health Fair	Denver	41

Date	Event	Location	Number of Attendees
June 30	Community Expo	Rockingham	37
July 4	Castalia Festival	Nash	53
July 20	Senior Fun Day	Louisburg	232
July 17	Farmers Market	Rocky Mount	43
July 23-25	Belle Chere	Asheville	352
July 30-31	Watermelon Festival	Murfreesboro	234
August 3	Alzheimer's Caregivers Conference	Goldsboro	121
August 9	Med El Picnic	Chapel Hill	102
August 14	Waldenesian	Valdese	92
August 14-15	Shrimp Festival	Snead Ferry	205
August 7	RM Farmers Market	Rocky Mount	172
August 14	Crepe Myrtle Fest	Halifax	164
August 21	RM Farmers Market	Rocky Mount	47
September 4	RM Farmers Market	Rocky Mount	42
September 10-12	Home Show	Raleigh	108
September 11	Morganton Historic Fest	Morganton	148
September 11	Bush Hill	Archdale	273

Date	Event	Location	Number of Attendees
September 17-19	Southern Women's Show	Charlotte	1101
September 18	RM Farmers Market	Rocky Mount	33
September 22	Senior Day	Wilson	236
September 25	Spot Festival	Pender	54
September 25	Health Expo SENIORS	Gates	174
September 25-26	Mayberry Days	Surry	49
September 29	Alzheimer's Caregivers Conference	Fayetteville	109
October 2	Health Fair	Montgomery	63
October 5	Fraud Awareness Day	Charlotte	64
October 7	Alzheimer's Caregivers Conference	Greenville	110
October 8-10	Oktoberfest	Hickory	246
October 10	Community Health Fair	Goldsboro	101
October 9-10	MumFest	New Bern	346
October 13-15	Department of Aging	Chapel Hill	288
October 13	Senior Fun Day	Troy	44
October 14	NC Governor's Conference on Aging by TACSI	Durham	288
October 15-16	Pineville Festival	Pineville	168

Date	Event	Location	Number of Attendees
October 16	Camp Woodbine	Raleigh	103
October 16	RM Farmers Market	Rocky Mount	24
October 16	Heritage Day Festival	Cleveland	31
October 20	Senior Health Fair	Wayne	101
October 20-21	Wellness Health Fair	Troy	46
October 23	Onslow Oktoberfest	Onslow	116
October 23	NASCAR	Hickory	332
October 24	Radio One Gospel Family Nite	Raleigh	26
October 28	AARP Fun Fest	Tarboro	78
October 29-30	Christmas in the Valley	Hickory	172
October 29-30	Sweet Potato Festival	Greene	178
November 4	Senior Wellness Expo	Union	76
November 5	Resource Fair	Rocky Mount	68
November 6	WARSAW Vet parade	Warsaw	46
November 6	Cotton Festival	Dunn	302
November 6-7	Whirligig Festival	Wilson	401
November 8	Senior Wellness Day	Troy	44`

Date	Event	Location	Number of Attendees
November 9	Elder Fair	Hertford	110
November 10	Hoke Co Health Fair	Hoke	75
November 13	Fun day in park	Jacksonville	32
November 17-19	Assistive Tech Expo	Raleigh	79
December 4	Christmas Extravaganza	Rocky Mount	77
December 7	Wilson RC event	New Bern	10
December 8	Wilson RC event	Halifax	8
December 9	Greensboro RC event	Greensboro	108
December 10	Asheville RC Event	Asheville	97
December 13	Raleigh RC event	Fayetteville	12
December 15	Wilson RC event	Wilson	25

TRS and RCC Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.		
TOTAL NUMBER OF OUTBOUND CALLS													TOTAL	AVERAGE
TTY	5,639	4,768	5,783	5,514	4,963	4,260	3,985	3,871	3,878	3,702	3,736	3,660	53,759	4,480
Turbo Code	3,332	3,517	3,450	3,328	3,363	3,991	3,777	3,146	3,232	3,239	3,002	3,146	40,523	3,377
ASCII	80	110	96	112	82	178	153	140	100	90	85	172	1,398	117
Voice	3,182	2,966	3,306	3,052	3,158	3,247	3,192	2,726	2,531	2,578	2,609	2,830	35,377	2,948
VCO	4,272	4,016	4,779	3,907	3,669	4,462	4,213	3,749	3,764	3,718	3,844	3,670	48,063	4,005
HCO	32	44	38	28	36	15	30	22	7	8	8	22	290	24
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	2	9	3	5	3	15	53	33	1	7	5	22	158	13
Speech to Speech	658	437	525	438	488	598	352	517	524	426	303	264	5,530	461
TOTAL	17,197	15,867	17,980	16,384	15,762	16,766	15,755	14,204	14,037	13,768	13,592	13,786	185,098	15,425
% PERCENTAGE OF CALLS													AVERAGE	
TTY	34.10%	30.90%	33.13%	34.58%	32.49%	26.35%	25.87%	28.28%	28.70%	27.75%	28.11%	27.07%	29.78%	
Turbo Code	20.15%	22.79%	19.77%	20.87%	22.02%	24.68%	24.52%	22.99%	23.92%	24.28%	22.59%	23.27%	22.65%	
ASCII	0.48%	0.71%	0.55%	0.70%	0.54%	1.10%	0.99%	1.02%	0.74%	0.67%	0.64%	1.27%	0.78%	
Voice	19.24%	19.22%	18.94%	19.14%	20.68%	20.08%	20.72%	19.92%	18.73%	19.32%	19.63%	20.93%	19.71%	
VCO	25.83%	26.03%	27.38%	24.50%	24.02%	27.60%	27.35%	27.39%	27.85%	27.87%	28.93%	27.14%	26.82%	
HCO	0.19%	0.29%	0.22%	0.18%	0.24%	0.09%	0.19%	0.16%	0.05%	0.06%	0.06%	0.16%	0.16%	
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Deaf/Blind Baudot	0.01%	0.06%	0.02%	0.00%	0.02%	0.09%	0.34%	0.24%	0.01%	0.05%	0.04%	0.16%	0.09%	
TOTAL NUMBERS OF COMPLETED CALLS													TOTAL	AVERAGE
Local	9,894	9,255	10,671	10,138	9,551	10,413	9,650	8,541	9,030	8,572	8,508	8,786	113,009	9,417
Intrastate	893	761	1,359	678	582	434	532	473	449	559	580	601	7,901	658
Intrastate (Intralata)	145	132	102	94	89	61	120	82	123	80	114	173	1,315	110
Intrastate (Interlata)	748	629	793	584	493	373	412	391	326	479	466	428	6,122	510
Interstate	972	857	1,099	1,099	952	780	818	795	614	681	815	611	10,093	841
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll Free	1,045	1,050	1,202	1,095	1,054	1,217	988	1,074	873	921	1,201	842	12,562	1,047
Directory Assistance	50	45	49	41	47	53	59	42	52	41	47	50	576	48
900 Access	0	0	0	2	2	2	1	0	0	0	0	0	7	1
International	10	14	3	10	11	9	6	6	4	0	2	2	77	6
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy/ No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	12,864	11,982	13,621	12,807	12,199	12,908	12,054	10,931	11,022	10,774	10,793	10,892	142,847	11,904
MINUTES OF SERVICE													TOTAL	AVERAGE
Total Minutes	82,497	77,992	89,194	81,970	83,233	87,232	78,455	76,980	72,016	71,032	71,227	71,266	943,093	78,591
Less Interstate Min	(5,979)	(5,555)	(6,599)	(6,691)	(7,470)	(4,759)	(5,902)	(5,328)	(4,239)	(4,748)	(3,918)	(3,326)	-64,514	(5,376)

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.		
Less International Min	(32)	(73)	(13)	(23)	(25)	(31)	(17)	(48)	(18)	(8)	(14)	(26)	-328	(27)
Less Toll-Free Min	(5,529)	(5,808)	(6,710)	(5,858)	(6,527)	(6,587)	(5,822)	(5,579)	(5,040)	(4,837)	(5,669)	(4,589)	-68,555	(5,713)
Less Interstate DA Min	(20)	(45)	(42)	(11)	(22)	(8)	(44)	(4)	(10)	(14)	(18)	(22)	-259	(22)
Less 900 Min	0	0	0	(3)	(3)	(2)	(5)	0	0	0	0	0	-13	(1)
Total Billable Min	70,937	66,512	75,830	69,385	69,185	75,844	66,666	66,022	62,707	61,424	61,608	63,304	809,423	67,452
STS Billable Min	1,625	1,415	1,491	1,730	1,926	1,606	1,361	1,541	1,368	1,826	1,275	1,305	18,470	1,539
NUMBER OF CALLS TO RELAY													TOTAL	AVERAGE
Offered	27,880	25,588	28,515	26,733	28,368	29,557	29,140	27,163	25,481	25,234	23,879	26,311	323,849	26,987
Answered	27,528	25,049	27,716	25,803	27,505	28,843	28,398	26,540	24,823	24,656	22,972	25,309	315,142	26,262
In Queue	27,880	25,588	28,515	26,733	28,368	29,557	29,140	27,163	25,481	25,234	23,879	26,311	323,849	26,987
Abandoned in Queue	352	539	799	930	863	714	742	623	658	669	907	1,002	8,798	733
Avg. Weekend	842	776	772	773	809	810	833	747	704	705	638	767	9,176	765
Avg. Weekday	1,140	1,180	1,162	1,100	1,122	1,215	1,141	1,065	1,044	1,005	982	986	13,142	1,095
Inbound	27,581	25,141	27,867	25,900	27,702	28,894	28,568	26,532	24,967	24,698	23,114	25,474	316,438	26,370
Completed	12,864	11,982	13,621	12,807	12,199	12,908	12,054	10,931	11,022	10,774	10,793	10,892	142,847	11,904
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY TYPE													AVERAGE	
TTY	3.42	3.57	3.53	3.63	3.84	4.20	3.92	4.00	4.00	3.78	3.88	3.85	3.80	
Turbo Code	2.83	2.77	3.08	3.19	3.19	2.94	2.92	2.95	3.04	3.04	3.48	2.80	3.02	
ASCII	6.75	2.21	1.99	1.78	2.22	1.47	1.57	1.41	2.30	1.77	1.67	2.08	2.27	
VOICE	2.55	2.69	2.18	2.02	2.67	2.20	2.08	2.42	2.63	2.48	2.36	2.57	2.40	
VCO	4.32	4.42	4.47	4.52	4.64	4.15	3.94	3.96	3.88	3.92	4.24	4.38	4.24	
HCO	3.54	3.41	6.85	2.47	1.78	1.84	2.86	4.18	3.30	3.50	5.41	2.79	3.49	
Deaf/Blind ASCII	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Deaf/Blind Baudot	8.92	1.80	0.57	0.81	2.64	4.09	5.34	2.90	0.75	7.65	1.82	2.72	3.33	
Avg. Work	4.59	5.03	5.07	5.09	5.27	5.24	5.06	5.38	5.20	5.19	5.22	5.16	5.13	
Avg. Conversation	3.23	3.26	3.27	3.26	3.38	3.26	3.17	3.24	3.28	3.23	3.35	3.27	3.27	
STS	7.22	7.49	5.69	6.01	10.31	8.91	8.13	7.04	13.46	6.90	3.97	7.15	7.69	
SPEED OF ANSWER													AVERAGE	
ASA	0.8	1.1	1.4	1.4	1.3	1.0	1.1	1.1	1.1	1.3	1.5	1.5	1.22	
Service Level	98%	96%	95%	95%	95%	96%	96%	96%	96%	95%	94.0%	94.0%	95.5%	
CUSTOMER CONTACTS													TOTAL	
Complaints	4	10	6	2	4	3	3	3	0	0	0	0	35	
Commendations	5	4	2	4	1	1	4	5	4	0	1	0	31	
Inquiries/Other	213	201	279	189	181	223	220	288	276	247	211	246	2,774	
SUBSCRIBERS													TOTAL	AVERAGE
Nbr of ANIs	12,039	11,110	11,787	10,804	11,816	12,106	12,280	12,336	11,719	11,302	10,510	11,750	139,559	11,630
RELAY CONFERENCE CAPTIONING													TOTAL	AVERAGE
Minutes of Service	2,745	1,125	1,095	1,440	2,670	2,490	660	1,065	825	495	570	780	15,960	1,330
Number of Calls	37	14	11	21	33	31	8	14	10	8	9	9	205	17



2011 Annual Report

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Dear Relay North Carolina Consumers,

Relay North Carolina is pleased to present this January–December 2011 annual report outlining telecommunications relay services (TRS) and CapTel service quality and outreach education to North Carolina customers. The major highlight of this relay year was a gala celebrating 20 years of providing outstanding relay services. Other notable highlights included:

- Hiring another TRS subcontractor for Greensboro and surrounding areas
- Airing a CapTel public service announcement for 2,461 media spots
- Exhibiting at the National Black Deaf Advocates conference in Charlotte
- Developing and distributing two issues of the Relay North Carolina newsletter
- Creating four new CapTel literature pieces
- Creating a new Speech-to-Speech brochure and accompanying stand

Sprint remains committed to top-notch customer service and is grateful for recognition by the Paisley Group for providing the best in TRS customer service and typing speed. The Federal Communications Commission mandates that Relay Operators (RO) type at least 60 words per minute (wpm); Sprint ROs averaged 82 wpm. In addition, the CapTel customer service department expanded its hours to better accommodate customers' schedules.

Statistics demonstrated an 18% decrease in TRS minutes but saw an increase of 3.2% in CapTel minutes for this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using relay services, including video communications, on their wireless devices.

Relay North Carolina thanks the Division of Services for the Deaf and the Hard of Hearing, six CapTel, six TRS, and two Speech-to-Speech subcontractors, and Triangle Audio Communications Systems, Inc. (TACSI), all assisting us by providing education about Relay North Carolina products and services. It has been a wonderful 20 years!

Sincerely,

Kim Calabretta
CapTel NC Account Manager



Bola Desalu
Relay NC Account Manager





Publication services provided by T.S. Writing Services
www.tswriting.com

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Outreach

Relay North Carolina products and services were promoted via the Relay North Carolina website, Division of Services for the Deaf and the Hard of Hearing, six CapTel, six TRS, and two Speech-to-Speech subcontractors, Triangle Audio Communications Systems, Inc. (TACSI), printed materials, and e-mails. A newsletter providing Relay North Carolina TRS and CapTel tips, announcements, and other useful information was also distributed three times during this fiscal year.

TRS Outreach Activities



Outreach included exhibitions and/or presentations at:

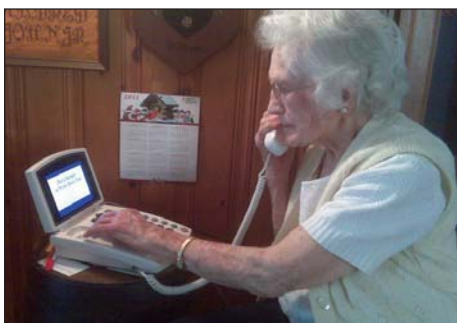
- Dunn Senior Enrichment Center
- Carteret County Brain Injury Support Group
- Exceptional Families Speech Impaired Group at Camp Lejeune
- Seymour Johnson TBI Wounded Warriors Group
- Cerebral Palsy Chapter of Eastern NC Support Group
- North Carolina Deaf-Blind Associates' annual conference at Atlantic Beach
- Health Fair at the Cary Senior Center
- DeafNation Expo in Greensboro
- Business Expo in Raleigh
- Holly Springs Senior and Elderly Low Income Apartment
- Autism Information Fair in Jacksonville
- NC Emergency Management Association Conference in Hickory
- Easter Seals "Walk with Me" in Charlotte and Wilmington

See appendix for a complete listing.

CapTel Outreach Activities

Outreach included presentations at:

- Vanceboro Senior Center
- AARP Driver Safety Class in various cities
- Wallace Nutrition Center
- Lake Norman Rotary Club
- Girl Scouts group in Mt. Mourne
- Retirement homes in various cities



Outreach included exhibits at the:

- Caregiver Education Conference in Albermarle
- Lumberton Alzheimer's Conference
- Women's Empowerment in Raleigh
- Health fairs in various cities
- Multicultural Festival in Lexington
- Fun Day in the Park in Louisburg
- Better Hearing with Tech Fair in Jacksonville and Charlotte

See appendix for a complete listing.

During this fiscal year, Relay North Carolina provided 285 CapTel training sessions. The monthly breakdown of these trainings is shown in Figure 1.

Fig. 1: CapTel Training Sessions			
January	17	July	28
February	34	August	16
March	31	September	26
April	22	October	17
May	17	November	19
June	21	December	37

20th Anniversary Gala

In July 1990, the Americans with Disabilities Act (ADA) was passed by the United States Congress. Title IV of the ADA requires that all states provide relay services to deaf and hard of hearing people 24 hours a day, 7 days a week, 365 days a year. To commemorate this 20-year milestone, Relay North Carolina hosted a 20th anniversary gala on August 20 at the One Eleven Place in Cary. There were over 200 people in attendance.

In addition to refreshments, a magician, and a photo booth, the Division of Services for the Deaf and the Hard of Hearing director and Sprint Relay director made guest appearances.



Relay North Carolina Newsletter

To keep relay consumers updated on relay products and services, Relay North Carolina distributed its newsletter in the spring and summer. The spring issue featured the updated Relay North Carolina website, an interview with a CapTel user, an explanation of Speech-to-Speech services and other relay-related topics. The summer issue announced the 20th anniversary gala and activities, explained federal CapTel, included messages from the Account Managers, and discussed other relay-related topics.



Website Statistics

To monitor trends on the Relay North Carolina website at www.relaync.com, the Account Managers received a monthly statistics report. In 2011, there were 352,326 hits, representing the requests made to the server; Figure 2 shows a monthly breakdown. The increase in October and December can be attributed to the televised CapTel public service announcement.

Fig. 2: Website Statistics			
Month	Hits	Month	Hits
January	21,528	July	24,049
February	29,440	August	22,203
March	30,634	September	24,999
April	24,122	October	46,002
May	26,120	November	28,215
June	23,623	December	51,391

Marketing

Public Service Announcement

Relay North Carolina promoted CapTel products and services by broadcasting a public service announcement (PSA) on television 2,461 times between April 4 and June 6 in the areas of:

- Charlotte
- Greensboro–High Point–Winston-Salem
- Greenville–New Bern–Washington
- Greenville–Spartanburg–Asheville–Anderson
- Raleigh–Durham
- Wilmington



The PSA, which showed Relay North Carolina's website address, was aired during high-visibility programs such as:

- TODAY
- Charlotte Today
- Judge Judy
- Dr. Phil
- The Weather Channel
- The Ellen DeGeneres Show
- The Wendy Williams Show
- The Dr. Oz Show
- Rachael Ray Show
- Good Morning Eastern North Carolina
- Carolina Morning
- Various news programs

The PSA was also aired during several local news broadcasts and other popular shows.

Literature



New literature on Relay North Carolina products and services was developed to assist consumers in learning to use the CapTel phone and service and the Speech-to-Speech service. A Relay North Carolina coloring book was also created to explain relay services to children.



Advertisements

To promote the Relay North Carolina CapTel phone and service, a CapTel advertisement was placed as a media insert in 46 newspapers—for a total of 456,518 inserts—in western and central North Carolina during October.

The CapTel holiday flyer was distributed in the December issue of “Outreach” and “Boom” magazines as well as at exhibits and presentation venues.



Relay North Carolina products and services continued to be promoted via brochures, instructional and marketing flyers, mass e-mails, informal group settings, and giveaways.

Relay North Carolina Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay North Carolina.

See appendix for a complete statistics report.

Session Minutes

Figure 3 displays the total monthly session minutes processed through Relay North Carolina. The total of 773,284 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel, and represents a decrease of 18% as compared to last year.

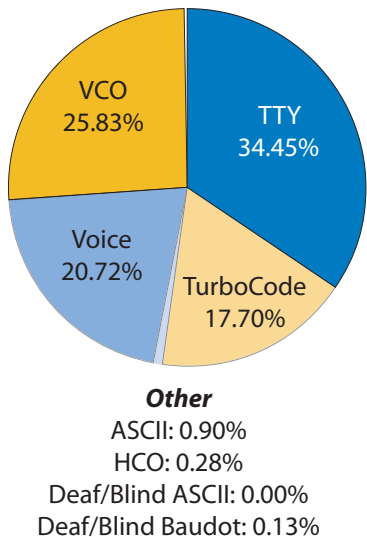
Fig. 3: Session Minutes			
January	71,536	July	63,769
February	65,486	August	68,923
March	75,188	September	60,875
April	71,099	October	58,581
May	66,157	November	56,686
June	63,145	December	51,839

Relayed Call Volume

Figure 4 depicts the total number of completed calls processed through Relay North Carolina. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international and busy ring/no answer.

Fig. 4: Relayed Call Volume			
January	12,080	July	9,590
February	9,694	August	10,600
March	11,207	September	9,393
April	10,776	October	9,396
May	10,253	November	8,731
June	9,645	December	8,182

Figure 5:
Call Origination



Call Origination

On average, TTY and TurboCode consumers originated approximately 52% of Relay North Carolina calls. Figure 5 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 6 illustrates that Relay North Carolina has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.17 seconds and the Service Level (SVL) was 95.4% of calls were answered within 10 seconds.

Fig. 6: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
January	1.2	95%	July	1.1	96%
February	1.7	94%	August	1.0	96%
March	1.2	95%	September	1.2	95%
April	1.0	96%	October	1.1	96%
May	1.0	96%	November	1.3	95%
June	1.2	95%	December	1.0	96%

FCC Annual Customer Contact Log

Relay North Carolina Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The CapTel North Carolina and Relay North Carolina Account Managers prepare and submit the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Relay North Carolina TRS Administrator, which, in turn, submits the report to the FCC. Figure 7 shows the customer contacts by type; there were 28 commendations, 20 complaints, and 3,398 inquiries.

Figure 7: Customer Call Types						
	January	February	March	April	May	June
Commendations	2	2	3	0	1	1
Complaints	0	13	2	0	2	0
Inquiries	255	190	221	251	245	256
	July	August	September	October	November	December
Commendations	1	10	3	2	2	1
Complaints	0	1	1	0	0	1
Inquiries	241	222	218	237	532	530

CapTel

The following charts indicate trends in the annual total number of session minutes and calls, call origination and contacts with customers. The numbers reflect the CapTel relay service currently provided by Relay North Carolina.

Session Minutes

A breakdown of monthly minutes is shown in Figure 8. The total for this fiscal year was 2,039,911 CapTel session minutes, an increase of 3.2% from last year.

Fig. 8: CapTel Session Minutes

January	199,388	July	162,215
February	166,918	August	164,410
March	191,717	September	157,890
April	174,670	October	162,255
May	170,580	November	158,494
June	161,896	December	169,478

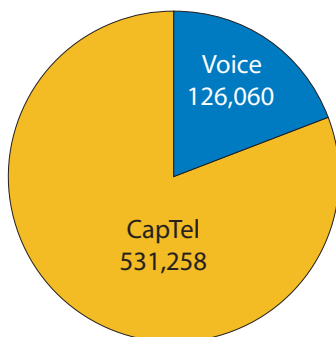
Call Volume

A total of 657,318 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 9, which represents a 3.1% decrease from last year. This decrease is notable because while the call volume decreased, there was a 3.2% increase in session minutes. It appears that CapTel users are not making as many calls as in the past but are talking longer.

Fig. 9: CapTel Call Volume

January	60,467	July	53,546
February	62,913	August	53,470
March	59,611	September	49,884
April	56,645	October	50,541
May	55,377	November	49,487
June	54,226	December	51,151

Figure 10: CapTel Call Origination



Call Origination

Figure 10 indicates that most Relay North Carolina CapTel calls were initiated by CapTel users.

FCC Annual Customer Contact Log

The Account Managers prepare and submit the mandatory FCC Annual Customer Contact Log Report on both TRS and CapTel to the North Carolina TRS Administrator, which, in turn, submits the report to the FCC.

Relay Conference Captioning

A total of 14,175 RCC minutes was generated in 2011, an 11.2% decrease from last year. A breakdown of monthly minutes is shown in Figure 11.

Fig. 11: RCC Minutes			
January	720	July	990
February	750	August	1,290
March	1,500	September	1,845
April	1,695	October	1,845
May	1,440	November	825
June	1,170	December	105

Relay North Carolina Team

Division of Services for the Deaf and the Hard of Hearing

Jan Withers
Director

Telecommunication Resources Program

Tom Galey, Program Manager for:

- Relay North Carolina
- Equipment Distribution Service

Tom Kuszaj, Equipment Distribution Service Coordinator

Equipment Distribution Service Program Assistants

- Gary Cain
- Sandy Haywood
- Penney Greer
- Barbara Massey

Regional Centers Telecommunications Consultants

- *Asheville:* Marilyn Edwards
- *Charlotte:* Larry Smolik
- *Greensboro:* Futurea Patterson
- *Morganton:* Russell Senter
- *Raleigh:* Linda Nelson
- *Wilmington:* Mary Crump
- *Wilson:* Diana Charbonneau

Relay North Carolina Ambassadors

TRS Outreach Specialists

- Jimmy Miller
- Robert Shealy
- Frederick Fleetwood
- Frank Griffin
- Joan Black
- John Black

Speech-to-Speech Outreach Specialists

- Gary Miner, Eastern Region
- Michael Dreisbach, Western Region

CapTel Outreach Specialists

- Libby Caviness, Raleigh Region
- Marcel Bellamy, Wilson Region
- Debbie Canupp Johnson, Wilmington Region
- Wayne Giese, Morganton Region
- Myra Fleming, Greensboro Region
- Ron Kolodziej, Charlotte Region

Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White

Vice President,
Federal Programs

Mike Ellis

National TRS Director

Relay Program Management

John Moore

Branch Manager

Angie Officer

Senior RPM

Bola Desalu

Account Manager – NC TRS

Marketing and Product Development

Damara Paris

Branch Manager

Kim Calabretta

Account Manager – NC CapTel

Corporate Sales

Maggie Schoolar

Branch Manager

Andrew Brenneman

Corporate Sales Manager

Billing

Kris Owara

Analyst

Wireless Sales

Art Moore

Account Executive

Customer Service

Brian Adamson

Supervisor

Appendices

Outreach Activities: CapTel Presentations

Month	Date	Event	Location	Presenter	Number of Attendees
Jan.	5	Vanceboro Senior Center	Craven	Marcel	20
Jan.	12	Harlowe Senior Center	Craven	Marcel	22
Jan.	13	Scotland Neck Senior Center	Halifax	Marcel	21
Jan.	18	AARP Drivers Safety Class	Raleigh	Libby	14
Jan.	28	Enfield Town Forum	Enfield	Marcel	25
Feb.	2	Robersonville Senior Center	Martin	Marcel	20
Feb.	3	Dept of Aging	Pembroke	Kim	37
Feb.	9	AARP Drivers Safety Class	Chapel Hill	Libby	11
Feb.	9	Oak City Senior Center	Martin	Marcel	19
Feb.	15	Choanoke Association	Pamlico	Marcel	13
Feb.	24	Senior Nutrition Center	Faison	Kim	21
March	3	Camden Senior Center	Camden	Marcel	23
March	8	HLAA Charlotte	Mecklenburg	Ron	20
March	10	Warsaw Nutrition Center	Warsaw	Kim	26
March	14	AARP Drivers Safety Class	Cary	Kim	17
March	14	AARP Drivers Safety Class	Sanford	Libby	6
March	16	Brookdale Senior Complex	Guilford	Myra	8
March	17	Wallace Nutrition Center	Wallace	Kim	41
March	21	AARP Drivers Safety Class	Raleigh	Libby	9
March	22	AARP Drivers Safety Class	Raleigh	Libby	15
March	21	VFW Post	Greene	Marcel	25
March	22	Mattamuskeet Senior Ctr	Hyde	Marcel	12
March	22	New Bern HLAA	New Bern	Kim	18

Month	Date	Event	Location	Presenter	Number of Attendees
March	24	Lake Norman Rotary Club	Denver	Ron	85
March	30	United Community Ministries	Edgecombe	Marcel	9
March	31	Senior Retirement Ctr	Morganton	Kim	2
April	6	Senior Lunch and Learn	Cabarrus	Ron	42
April	7	Iredell Senior Center	Morganton	Kim	11
Apr	11	Girl Scouts group	Mt. Mourne	Ron	20
April	14	AARP Driver Safety Class	Nash	Libby	12
April	14	Bellevue Nutrition Center	Beulaville	Kim	21
April	21	Kenansville Site	Kenansville	Kim	19
May	3	AARP Drivers Safety Class	Raleigh	Libby	21
May	4	AARP Driver Safety Class	Asheville	Ron	8
May	24	Belhaven Senior Center	Beaufort	Marcel	13
May	23	Parks and Recreation Leaders Meeting	Wake	Libby	47
June	10	Communities at Work	Henderson	Libby	10
June	10	Senior Center	Kings Mountain	Ron	51
June	13	Senior Center	Martin	Marcel	25
June	22	Senior Center	Guilford	Myra	22
July	5	Senior Center	Mt. Zion	Myra	18
July	7	Retirement Home	Durham	Kim	12
July	11	Nutrition Center	Lexington	Myra	14
July	14	Church Group	Bertie	Marcel	17
July	19	AARP Driver Safety Class	Caldwell	Ron	12
July	26	Parks and Rec	Cumberland	Kim	19
July	28	AARP Driver Safety Class	Wilson	Libby	13

Month	Date	Event	Location	Presenter	Number of Attendees
Aug.	9	Burgaw Retirement Home	Burgaw	Kim	17
Aug.	11	Senior Center	Brunswick	Kim	20
Aug.	12	Senior Center	Brunswick	Kim	31
Aug.	16	AARP Driver Safety Class	Asheville	Kim	14
Aug.	23	Senior Center	Cumberland	Kim	15
Aug.	25	AARP Driver Safety Class	Lee	Libby	11
Aug.	28	Granville Senior Center	Granville	Libby	40
Aug.	30	AARP Driver Safety Class	Moore	Libby	25
Sept.	1	AARP Driver Safety Class	Chatham	Libby	4
Sept.	8	Senior Center	Columbus	Kim	13
Sept.	13	HLAA Chapter Meeting	Chapel Hill	Kim	14
Sept.	13	Senior Social	Union	Ron	42
Sept.	15	Baptist Church Senior Meeting	Wilmington	Kim	27
Sept.	16	Senior Center	Lenoir	Marcel	15
Sept.	20	AARP Driver Safety Class	Wake Forest	Libby	20
Sept.	22	AARP Driver Safety Class	Sanford	Libby	12
Sept.	30	AARP Driver Safety Class	Chapel Hill	Kim	13
Oct.	4	Senior Center	Iredell	Kim	4
Oct.	6	NABVETS	Fayetteville	Kim	27
Oct.	9	Senior Center	Davidson	Myra	42
Oct.	13	Senior Center	Sampson	Kim	29
Oct.	16	Senior Center	Guilford	Myra	60
Oct.	21	Senior Center	Charlotte	Ron	64
Nov.	3	Senior Center	Garland	Kim	19

Month	Date	Event	Location	Presenter	Number of Attendees
Nov.	4	AARP Driver Safety Class	Wake Forest	Libby	4
Nov.	8	Senior Center	Guilford	Myra	52
Nov.	16	Senior Center	Wendell	Libby	40
Nov.	17	Church - Senior Group	Raleigh	Libby	42
Nov.	20	Senior Center	Oxford	Libby	43
Nov.	20	Senior Center - professionals	Oxford	Libby	12
Nov.	30	AARP Driver Safety Class	Shelby	Ron	12
Dec.	13	Better What Seminar	Wilmington	Kim	26
				TOTAL	1,775

Outreach Activities: CapTel Exhibits

Month	Date	Event	Location	Number of Attendees	Presenter
Jan.	18	IAB Health fair	Durham	376	Libby, Marcel
Feb.	10	IAB Health fair	Winston Salem	52	Ron
Feb.	10	Raleigh Community Event	Roxboro	23	Kim
Feb.	10	Adult Enrichment Center	Edgecombe	87	Marcel
Feb.	15	Roanoke Open House	Roanoke	68	Marcel
Feb.	1	ACS Home Show	Raleigh	29	Marcel
Feb.	17	Burt's Bees Health Fair	Durham	75	Libby, Marcel
Feb.	24	Caregiver Education Conference	Albemarle	123	Libby, Marcel
March	3	Lumberton Alzheimer's Conference	Cumberland	90	Libby, Debbie
March	5	Association Health Education Council	Charlotte	55	Ron
March	9	Senior Health Wellness Day	Cabarrus	268	Ron
March	15	Wilson Alzheimer's Caregiver Conference	Wilson	67	Marcel
March	16	Resource Information Fair	Jacksonville	93	Gary, Debbie
March	17	Senior Health Wellness Day	Goldsboro	178	Marcel
March	19	Women's Empowerment	Raleigh	219	Kim, Marcel, Debbie
March	23	YMCA Health Fair	Mecklenburg	80	Ron
March	24	Cary Senior Health Fair	Cary	75	Kim, Libby
March	26	Statesville Health Expo	Statesville	25	Ron, Wayne
March	31	Resource Information Fair	Goldsboro	178	Marcel

Month	Date	Event	Location	Number of Attendees	Presenter
March	31	Umpstead Health Fair	Cary	67	Marcel, Libby
April	1-3	Home Show	Raleigh	121	Marcel
April	2	DeafNation Expo	Greensboro	458	Kim, Bola, Debbie
April	9	Blue Ribbon	Tarboro	270	Marcel
April	8-9	Southern Women's Conference	Raleigh	1415	Marcel, Debbie
April	13	Salem Health Fair	Winston Salem	63	Myra, Ron
April	14	Boom Blast	Raleigh	67	Kim, Marcel, Libby
April	16	Health Fair	Wadesboro	3	Ron
April	20	Business Expo	Raleigh	121	Marcel, Jimmy
April	28	Roanoke Valley Senior Expo	Roanoke Rapids	258	Marcel, Libby
April	30	Springfest	Southern Pines	245	Debbie, Kim
April	30	NC Pickle Festival	Mt. Olive	123	Marcel
May	4	Prestonwood Health Fair	Cary	28	Kim, Libby
May	4-5	Golden Jubilee	Raleigh	387	Kim, Marcel, Libby, Debbie
May	7	Multi Cultural Festival	Lexington	343	Myra
May	7	Ham and Yam	Smithfield	147	Libby, Debbie
May	10	Senior Health Fair	Anson	32	Ron
May	10	Forsyth Lifestyle Health Fair	Forsyth	74	Myra
May	12	IAB Quintiles Health Fair	Durham	171	Libby, Marcel

Month	Date	Event	Location	Number of Attendees	Presenter
May	14-15	Health & Fitness Expo	Raleigh	175	Marcel, Libby
May	15	Waxhaw Festival	Waxhaw	72	Ron
May	18	Strawberry Festival	Wallace (Duplin)	183	Debbie
May	18	IAB Cary Health Fair	Cary	134	Marcel, Libby
May	21	Springfest	Burgaw	85	Debbie, Marcel
May	24	Elder Spring Fling	Charlotte	103	Ron
May	25	Healthy Lifestyles	Rocky Mount	88	Libby
June	1	Healthy Lifestyles	Durham	71	Marcel, Libby
June	10-11	Washington Summer Fest	Washington	94	Libby, Debbie
June	14	Nash Senior Day	Nash	212	Libby, Marcel
June	18	Blueberry Festival	Burgaw	121	Debbie, Marcel
June	18	Health Fair	Gates	41	Libby
June	22	Health Fair	Durham	88	Libby
June	25	Health Fair	Washington	83	Marcel
July	1,2	Lumberton Homecoming	Pembroke	93	Libby, Debbie
July	23-25	Jaycees Hickory Alive	Hickory	94	Ron
July	26-30	National Black Deaf Advocate Conference	Charlotte	194	Kim, Marcel, Fred
July	28	Senior Program St. Matthew	Charlotte	221	Ron
July	28	Women's Health Conference	Raleigh	40	Libby, Debbie

Month	Date	Event	Location	Number of Attendees	Presenter
Aug.	9	Business Health Fair	Wake	126	Libby, Marcel
Aug.	11	Business Health Fair	Raleigh	67	Marcel
Aug.	11	Henderson Alzheimer's Conference	Henderson	51	Libby
Aug.	12	Back to School Health Fair	Pine Tops	137	Marcel
Aug.	13	Waldensian Festival	Valdese	95	Wayne, Ron
Aug.	13	Crepe Myrtle Festival	Scotland Neck	89	Marcel
Aug.	13-14	Shrimp Festival	Sneads Ferry	31	Debbie, Libby
Aug.	17	Farmers Market	Rocky Mount	34	Libby
Aug.	20	20th Anniversary Relay NC	Cary	43	ALL
Aug.	23	Goldsboro ALZ Conference	Goldsboro	87	Marcel
Aug.	31	Farmers Market	Rocky Mount	36	Libby
Sept.	7	IAB Health Fair	Welcome	76	Myra
Sept.	9-10	Morganton Festival	Morganton	224	Wayne
Sept.	14	Hertford Senior Fair	Hertford	78	Marcel
Sept.	15-18	Southern Women's Show	Charlotte	1,184	Myra, Ron
Sept.	16	Snow Hill Senior Health Fair	Greene county	57	Marcel
Sept .	16	Shelby Senior Health Fair	Shelby	104	Ron
Sept.	16-17	Eden Festival	Eden	102	Kim Libby
Sept.	17	New Bern Women's Festival	New Bern	228	Marcel
Sept.	24	Family Fun and Fitness Day	Gates	52	Marcel
Sept.	24-25	SPOT Festival	Pender	43	Debbie, Gary

Month	Date	Event	Location	Number of Attendees	Presenter
Sept.	27	Fun Day in the Park	Louisburg	245	Libby, Marcel
Sept.	27	Health Fair	Rocky Point	15	Debbie
Sept .	29	Health Fair	Hampstead	24	Debbie
Oct.	1	Pumpkin Festival	Spring Hope	181	Marcel, Libby
Oct.	1	Alzheimer's Conference	Cary	63	Kim
Oct.	2	Med El CI Seminar	Cary	12	Kim
Oct.	3	Business Health Fair	Durham	22	Myra, Libby
Oct.	6	Senior Expo	Nash	125	Libby, Marcel
Oct.	7-9	Oktoberfest	Hickory	320	Wayne, Ron
Oct.	8-9	MUM Festival	New Bern	261	Marcel, Libby, Debbie
Oct.	15	Business Fair	Durham	48	Libby
Oct.	15	Electric Member Appreciation Fair	Roanoke Rapids	234	Marcel
Oct.	15	Jacksonville Women's Festival	Jacksonville	162	Debbie, Gary
Oct.	15-16	Oyster Festival	Brunswick co	261	Kim, Libby
Oct.	18	Health Fair	Charlotte	55	Ron
Oct.	18	Better Hearing with Tech Fair	Moorhead city	65	Marcel, Debbie
Oct.	19	Better Hearing with Tech Fair	Jacksonville	39	Marcel, Debbie
Oct.	19-20	Department of Aging	Charlotte	159	Kim, Ron
Oct.	22	Get Connected Fair	Asheboro	10	Myra
Oct.	21	Health Fair	Charlotte	65	Ron
Oct.	28	Senior Health Fair	Casewell	54	Libby

Month	Date	Event	Location	Number of Attendees	Presenter
Oct.	28	Senior Health Fair	Mooreville	30	Ron
Oct.	28	Women's Conference	Raleigh	38	Kim, Marcel
Oct.	29	NASCAR	Randleman	61	Debbie, Libby
Nov.	3	Union Senior Wellness Expo	Union	255	Ron
Nov.	5	Cotton Festival	Dunn	117	Libby, Debbie
Nov.	4	Centralina Aging Conference	Charlotte	32	Ron
Nov.	6	Whirligig	Wilson	317	Marcel, Libby
Nov.	11-13	Winterfest	Asheville	132	Kim, Ron
Nov.	16	IAB Health Fair	Harnett	208	Libby, Marcel
Nov.	17	Lumberton Alzheimer's Conference	Lumberton	107	Marcel, Libby
Nov.	18	Holiday Health Fair	Clinton	64	Debbie
Nov.	26-27	Holiday Home and Gift Show	Farmville	346	Marcel, Debbie
Dec.	2-4	Christmas in the Valley	Hickory	175	Ron, Wayne
Dec.	10	Farmville Holiday Event	Farmville	23	Marcel
			TOTAL	16,015	

Outreach Activities: TRS Outreach

Date	Event	Location	Number of Attendees
January 9	Kinston Community Deaf Club	Kinston	27
January 9	Eastern Community Deaf Club	Kinston	13
January 16	DCAD Winter Party	Lexington	173
January 1	Dunn Senior Enrichment Center by TACSI	Dunn	45
January 21	Senior Health and Wellness Fair Reeves Community Center and Surry County Senior Center by TACSI	Mt. Airy	150
January 11	Carteret County Brain Injury Support Group by STS	Morehead City	16
January 12	Goldsboro Brain Injury "The Overcomers" by STS	Goldsboro	9
January 14	Exceptional Families Speech Impaired Group by STS	Camp Lejeune	44
January 18	Seymour Johnson TBI Wounded Warriors Group by STS	Goldsboro	56
January 18	Seymour Johnson AFB Special Needs Program by STS	Goldsboro	34
January 19	Fort Bragg Army Base TBI/Stroke Support Group by STS	Fort Bragg	41
January 25	Presentation for Bola (PACE/Elderuas) by STS	Wilmington	16
January 27	Coast Guard Station Special Needs Family Group by STS	Elizabeth City	71
January 28	Cerebral Palsy Chapter of Eastern NC Support Group by STS	Elizabeth City	9
February 10	Coffee and Cake Event	Roxboro	13
February 18-20	ACS Home Show	Raleigh	120
February 19	ASL Film Event at UNCG	Greensboro	143
February 22	Presentation at Western Piedmont Community College	Morganton	35
February 3	New Hanover Laryngectomy New Voice Club by STS	Wilmington	37
February 4	Cherry Point Family Special Services by STS	Cherry Point	250
March 10-13	NCBDA's annual conference	Atlantic Beach	104
March 15	Eastern Carolina University ASL class	Greenville	26
March 2	Adult Aural Rehabilitation Class at UNCG by TACSI	Greensboro	22
March 18	Madison-Mayodan Recreation Department Senior Lunch Group by TACSI	Mayodan	20
March 23	Senior Resources Connections Fair by TACSI	Chapel Hill	125
March 24	Health Fair at Cary Senior Center by TACSI	Cary	220
March 19	BIANC's Frank Liske Park Event by STS	Concord	153
March 25	Fort Bragg Expo for TBI/Autism by STS	Fort Bragg	500
March 26	BIANC's Event by STS	Greenville	25
April 1-2	DeafNation- Greensboro	Greensboro	462
April 1-3	Southern Ideal Home Show	Raleigh	681
April 8-10	Southern Women's Show	Raleigh	2973
April 17	ASL Idol	Greensboro	354

Date	Event	Location	Number of Attendees
April 20	Business Expo	Raleigh	202
April 18	Warren County Senior Center by TACSI	Warrenton	16
April 28	Holly Springs Senior and Elderly Low Income Apartment by TACSI	Holly Springs	18
April 9	Autism Information Fair by STS	Jacksonville	350
April 16	Bur Mill Park TBI Event by STS	Greensboro	175
May 14-15	Wellness Weekend Expo	Raleigh	395
May 21	Deaf Jam Cookout	Charlotte	60
May 12	Alamance Eldercare's 8th Annual Family Caregiver and Senior Resource Fair by TACSI	Burlington	75
May 23	Rosewood Apartment by TACSI	Norlina	12
May 7	Shekinah Full Gospel Ministries by STS	Jacksonville	79
May 12	Seymour Johnson AFB Special Needs Program by STS	Goldsboro	101
June 18	Sertoma Deaf Camp	Westfield	163
June 18	DCAD Event	Lexington	69
June 19	Smokey Mountain Deaf Club Cookout	Black Mountain	73
June 14	Hope Mills Senior Center by TACSI	Hope Mills	18
June 16	Gibsonville Senior Center by TACSI	Gibsonville	15
June 28	Franklinton Senior Center by TACSI	Franklinton	19
June 6	Lifquest Disabilities Forum by STS	Morehead City	88
June 9	Coast Guard Station Special Needs Family Group by STS	Elizabeth City	66
July 9	Raleigh Deaf Coffee Chat	Raleigh	27
July 13	Capital Deaf Senior	Raleigh	45
July 27-30	National Black Deaf Advocates Conference	Charlotte	418
July 29 -31	Bele Cher Festival	Asheville	499
July 6	Mayor's Committee Annual Fair by STS	Jacksonville	104
July 12	Cherry Point Family Special Services for the Disabled by STS	Cherry Point	77
July 14	New Hanover Laryngectomy Club by STS	Wilmington	34
July 18	Veterans Hospital TBI Rehab Center by STS	Fayetteville	27
July 27	Fort Bragg Wounded Warriors by STS	Fort Bragg	64
August 13	Capital Deaf Senior Cookout	Raleigh	61
August 20	20th Anniversary Event	Cary	203
August 3	Adelaide Waters Apartment by TACSI	Chapel Hill	13
August 4	The Oaks at Whitaker Glen by TACSI	Raleigh	20
August 16	East Rockingham Senior Center by TACSI	Rockingham	60
August 18	Louisburg Senior Center by TACSI	Louisburg	45
August 2	Britthaven Adult Living Center by STS	Bath	31
August 3	Mayor's Committee for Persons with Disabilities by STS	Jacksonville	53
August 5	Vanceboro Senior Services Center by STS	Vanceboro	67

Date	Event	Location	Number of Attendees
August 6	Morehead City Shrine Members Health Expo by STS	Morehead City	131
August 17	Exceptional Families/Exceptional Services Fair by STS	Camp Lejeune	73
August 18	Defense and Veterans Brain Injury Center	Sunny Point	33
September 16-17	Camp Dogwood	Sherrills Ford	117
September 24	Deaf Day at the Zoo	Asheboro	154
September 25	Deaf Kiss Event	Greensboro	43
September 27	Relay NC Presentation at WSSU	Winston-Salem	75
September 9	Division of Physical Therapy, Department of Allied Health Sciences, UNC at Chapel Hill by TACSI	Chapel Hill	90
September 16	Whittaker Mill Senior Center Health Fair by TACSI	Raleigh	75
September 22	Health and Wellness Fair at Kernodle Senior Center by TACSI	Raleigh	50
September 24	Living and Aging Wellness Expo by TACSI	Reidsville	150
September 1	Franklin County Department of Aging Senior Fun Day by TACSI	Louisburg	300
September 10	Onslow Senior Expo by STS	Jacksonville	326
September 13	Belhaven Hospital SLP support group by STS	Belhaven	43
September 23	NCSHLA Fall Conference by STS	Wilmington	200
September 27	Whiteville Community Baptist church elders group by STS	Whiteville	
October 4	Wilson Community College	Wilson	14
October 7	PBS Customer Appreciation Day	Raleigh	73
October 9	NCSD Homecoming Event	Morganton	224
October 21	Eastern Carolina University Deaf Awareness Day	Greenville	22
October 24-25	NC Emergency Management Association Conference	Hickory	123
October 26-27	NC Rehabilitation Association Conference	Wilmington	165
October 30	NC KODA's Halloween Event	Clayton	62
October 19	Community Response: Implementing the Plan for a Livable Senior by TACSI	Charlotte	5
October 22	RIT Connecting You to Resources by TACSI	Asheboro	15
October 27	Plugged in Resource Fair by TACSI	Greensboro	20
October 3	James Sprint Community College by STS	Kenansville	23
October 5	Mayor's Community for Persons with Disabilities by STS	Jacksonville	54
October 7	Easter Seals "Walk with Me" by STS	Charlotte	600
October 10	Fayetteville Tech Community College by STS	Fayetteville	33
October 11	Autism Support Group of Lumberton by STS	Lumberton	21
October 12	UNC Chapel Hill by STS	Chapel Hill	41
October 27	TBI Conference by STS	Cary	100
November 16	WCHS's Learn and Laugh Session	Raleigh	17

Date	Event	Location	Number of Attendees
November 18-19	NCAD Conference	Greensboro	101
November 4	'The 18 th Annual Hear'n' Now Conference by TACSI	Asheboro	20
November 21	Ellerbe Senior Center by TACSI	Ellerbe	25
November 22	Alamance Plaza Apartment by TACSI	Burlington	8
November 2	Mayors Community for Persons with Disabilities by STS	Jacksonville	56
November 5	Easter Seals "Walk With Me" by STS	Wilmington	375
November 9	Grifton Adult Rehabilitation Center by STS	Grifton	27
November 17	Coastal TBI Support Group by STS	New Bern	23
November 20	ALS/Lou Gehrig's Support Group by STS	Edenton	43
November 29	Exceptional Families Speech/Special Needs Group by STS	New River	55
December 3	SDAD's Holiday Cruise	Wilson	195
December 4	Wilson RC Holiday Event	Wilson	58
December 8	Greensboro RC Holiday Event	Greensboro	153
December 8	Charlotte RC Holiday Event	Charlotte	32
December 9	Asheville RC Holiday Event	Asheville	80
December 12	Morganton RC Holiday Event	Morganton	78
December 15	Golden Years Holiday Celebration by TACSI	Raleigh	400
December 1	VA Hospital Director Meeting by STS	Fayetteville	4
December 6	Goldsboro Brain Injury Support Group "The Overcomers" by STS	Goldsboro	23
December 7	Mayor's Community for Persons with Disabilities by STS	Jacksonville	46
December 9	Wilmington Brain Injury Group by STS	Wilmington	19
December 10	Breakfast with Santa (Down Syndrome Network) by STS	Jacksonville	0
December 14	Stroke Survivors of Onslow/Carteret County by STS	Morehead City	29
		TOTAL	16,131

TRS Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL	AVG.
TOTAL NUMBER OF OUTBOUND CALLS														
TTY	3,621	3,418	4,106	4,459	3,999	4,016	3,846	4,417	3,985	4,070	3,642	3,354	46,933	3,911
Turbo Code	3,107	2,332	2,847	2,134	2,089	1,967	1,850	2,330	1,556	1,665	1,432	1,290	24,599	2,050
ASCII	94	82	95	94	89	106	178	102	113	109	74	83	1,219	102
Voice	3,007	2,481	2,533	2,228	2,474	2,452	2,411	2,586	2,018	2,048	2,080	2,057	28,375	2,365
VCO	3,486	3,002	3,393	3,322	3,053	2,909	2,769	2,514	2,841	2,878	2,773	2,402	35,342	2,945
HCO	16	6	32	8	4	8	53	70	143	16	7	14	377	31
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	41	26	21	27	18	45	14	0	0	1	0	0	193	16
STS	428	192	188	147	111	185	120	95	214	180	188	179	2,227	186
TOTAL	13,800	11,539	13,215	12,419	11,837	11,688	11,241	12,114	10,870	10,967	10,196	9,379	139,265	11,605
% PERCENTAGE OF CALLS														AVG.
TTY	27.08%	30.12%	31.52%	36.33%	34.10%	34.91%	34.58%	36.75%	37.40%	37.73%	36.39%	36.46%	34.45%	
Turbo Code	23.24%	20.55%	21.85%	17.39%	17.82%	17.10%	16.64%	19.39%	14.60%	15.44%	14.31%	14.02%	17.70%	
ASCII	0.70%	0.72%	0.73%	0.77%	0.76%	0.92%	1.60%	0.85%	1.06%	1.01%	0.74%	0.90%	0.90%	
Voice	22.49%	21.86%	19.44%	18.16%	21.10%	21.32%	21.68%	21.52%	18.94%	18.99%	20.78%	22.36%	20.72%	
VCO	26.07%	26.46%	26.05%	27.07%	26.04%	25.29%	24.90%	20.92%	26.66%	26.68%	27.71%	26.11%	25.83%	
HCO	0.12%	0.05%	0.25%	0.07%	0.03%	0.07%	0.48%	0.58%	1.34%	0.15%	0.07%	0.15%	0.28%	
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Deaf/Blind Baudot	0.31%	0.23%	0.16%	0.22%	0.15%	0.39%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.13%	
TOTAL NUMBERS OF COMPLETED CALLS														TOTAL AVG.
Local	8,851	7,078	7,988	7,741	7,245	6,775	6,645	6,941	6,211	6,402	5,979	5,532	83,388	6,949
Intrastate	466	532	633	573	658	527	588	858	760	668	579	699	7,541	628
Intrastate (Intralata)	112	143	130	103	161	102	65	146	68	57	80	48	1,215	101
Intrastate (Interlata)	354	389	503	470	497	425	523	712	692	611	499	651	6,326	527
Interstate	557	528	670	643	567	704	599	493	466	612	527	396	6,762	564
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll Free	869	968	1,253	1,213	1,094	1,077	1,117	1,392	1,167	1,018	1,012	831	13,011	1,084
Directory Assist.	869	48	28	31	30	34	49	49	28	24	53	24	1,267	106
900 Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	2	8	2	2	1	1	4	9	1	4	2	1	37	3
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	12,080	9,694	11,207	10,776	10,253	9,645	9,590	10,600	9,393	9,396	8,731	8,182	119,547	9,962

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL	AVG.
MINUTES OF SERVICE														
Total Minutes	71,536	65,486	75,188	71,099	66,157	63,145	63,769	68,923	60,875	58,581	56,686	51,839	773,284	64,440
Less Interstate Min	(3,128)	(3,092)	(4,219)	(3,681)	(3,423)	(3,926)	(3,259)	(3,040)	(2,891)	(2,963)	(3,131)	(2,503)	(39,255)	(3,271)
Less International Min	(6)	(38)	(18)	(5)	(3)	(4)	(20)	(14)	(11)	(15)	(7)	(6)	(149)	(12)
Less Toll-Free Min	(4,896)	(5,417)	(6,595)	(6,341)	(5,690)	(5,718)	(5,353)	(6,812)	(5,528)	(4,842)	(5,075)	(4,177)	(66,445)	(5,537)
Less Interstate DA Min	(18)	(32)	(30)	(25)	(22)	(41)	(59)	(16)	(4)	(4)	(10)	(6)	(267)	(22)
Less 900 Min	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Min	63,487	56,908	64,324	61,047	57,019	53,456	55,078	59,042	52,441	50,756	48,462	45,147	667,168	55,597
STS Billable Min	2,331	1,174	1,226	973	808	1,069	1,077	808	1,615	1,111	1,134	1,085	14,410	1,201
NUMBER OF CALLS TO RELAY														
Offered	24,629	21,883	25,705	24,173	24,808	24,175	25,689	27,307	24,684	23,033	21,645	21,035	288,766	24,064
Answered	24,006	20,978	25,007	23,674	24,290	23,568	25,107	26,732	23,980	22,474	20,934	20,491	281,241	23,437
In Queue	24,629	21,883	25,705	24,173	24,808	24,175	25,689	27,307	24,684	23,033	21,645	21,035	288,766	24,064
Abandoned in Queue	623	905	698	499	518	607	582	575	704	559	711	544	7,525	627
Avg. Weekend	669	652	717	699	690	673	721	864	750	621	585	572	8,213	684
Avg. Weekday	988	940	1,001	988	944	974	1,009	1,020	966	927	862	823	11,442	954
Inbound	24,120	21,080	25,145	23,780	23,912	23,665	28,403	26,816	24,034	22,446	20,752	20,516	284,669	23,722
Completed	10,781	9,162	10,574	10,203	9,595	9,118	9,002	9,742	8,633	8,728	8,152	7,483	111,173	9,264
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY TYPE													AVG.	
TTY	3.95	4.10	4.09	4.13	4.01	3.87	3.71	4.01	3.72	3.51	4.01	3.84	3.91	
Turbo Code	3.03	3.60	3.27	3.35	3.12	3.31	3.11	3.29	3.43	3.25	3.41	3.20	3.28	
ASCII	1.66	1.71	1.52	1.92	2.04	1.52	1.63	2.09	2.29	1.94	1.86	1.94	1.84	
VOICE	2.56	2.34	2.40	2.75	2.15	2.01	2.45	2.16	2.45	2.33	2.27	2.32	2.35	
VCO	4.57	4.90	4.73	4.61	4.76	4.30	4.62	4.28	3.98	3.87	4.20	4.32	4.43	
HCO	3.72	4.91	4.98	3.48	1.09	3.74	2.15	1.75	2.92	5.84	8.73	3.93	3.94	
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	
Deaf/Blind Baudot	4.09	6.69	8.73	6.25	6.75	4.11	9.13	0	0	0	0	0	3.81	
Avg. Work	5.21	5.46	5.46	5.48	5.39	5.29	5.44	5.44	5.43	5.26	5.40	5.38	5.39	
Avg. Conversation	3.34	3.49	3.44	3.52	3.38	3.28	3.32	3.30	3.29	3.20	3.36	3.31	3.35	
STS	8.19	6.84	8.19	6.97	7.02	6.86	4.96	4.25	6.36	4.71	5.62	7.43	6.45	
SPEED OF ANSWER													AVG.	
ASA	1.2	1.7	1.2	1.0	1.0	1.2	1.1	1.0	1.2	1.1	1.3	1.0	1.17	
Service Level	95%	94%	95%	96%	96%	95%	96%	96%	95%	96%	95%	96%	95.4%	

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL	AVG.
CUSTOMER CONTACTS														
Complaints	0	13	2	0	2	0	0	1	1	0	0	1	20	
Commenda- tions	2	2	3	0	1	1	1	10	3	2	2	1	28	
Inquiries/ Other	255	190	221	251	245	256	241	222	218	237	532	530	3,398	
SUBSCRIBERS														
Nbr of ANIs	11,149	10,316	11,956	11,188	11,352	11,470	11,937	13,043	11,837	10,997	10,827	11,120	137,192	11,433
NC RELAY CONFERENCE CAPTIONING														
Minutes of Svc	720	750	1,500	1,695	1,440	1,170	990	1,290	1,845	1,845	825	105	14,175	1,181
Number of Calls	12	13	22	21	23	18	10	23	29	24	11	2	208	17

Appendix J:
Relay NC
Brochures and Advertisements
(Outreach)

Tired of hearing, “What? I can’t understand you.”?

Solution: Speech-to-Speech Relay
Services offer people with speech
disabilities confidence to talk on the
phone with ease!

To learn more about Relay NC
Speech-to-Speech, please visit at:
■ www.relaync.com/sts

For more information or to request
a free presentation, contact:

- Bola Desalu, Relay NC Manager
- 919-518-9174 Voice
- 919-324-3792 Videophone
- bola.desalu@sprint.com

“ Now I can make my
own phone calls without
having to depend on
someone else. ”



North Carolina Division
of Services for the Deaf
and Hard of Hearing

Are you...

- ... tired of hearing, "what?,
I can't understand you!"
- ... tired of depending on others
to help you with phone calls?

Have you...

- ... experienced somebody who
rudely hangs up on you?
- ... experienced misunderstandings
due to your speech disability?

If any of your answers are **YES**,
we have the perfect solution for you —
Relay NC Speech-to-Speech (STS).

Learn more about
Relay NC Speech-to-Speech at
www.relaync.com/sts



Dial 7-1-1.
Talk on the phone
with ease and
confidence.
Relay NC
Speech-to-Speech!



The North Carolina Division of Services
for the Deaf and the Hard of Hearing

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 270 RALEIGH NC

POSTAGE WILL BE PAID BY ADDRESSEE

BOLA DESALU
RELAY NORTH CAROLINA
4030 WAKE FOREST ROAD STE 300
RALEIGH NC 27609-5915

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

What is Relay NC Speech-to-Speech?

- Speech-to-Speech (STS) allows speech-disabled persons to voice their conversation. A specially trained Relay NC operator repeats the words of the person with a speech disability or synthesizer output to the other person.
- You do not need special equipment to use this service.
- 24-hour-a-day free service*.
 - * STS users are responsible for their own long distance charges. There is no charge for using Relay NC Speech-to-Speech.

- Spanish STS is available upon request. Hours are 8 am to 10 pm Eastern Time, every day.

How does Relay NC Speech-to-Speech Service work?



How do I request training or presentation?

- Relay NC offers free training or a presentation for residents of North Carolina.
- Residents must have a speech disability.
- Residents must have a phone line to use Speech-to-Speech service.
- A Speech-to-Speech outreach specialist will meet with the person with a speech disability at the requested location.

Yes, I am interested!

Please fill out this form and mail it to us. A Speech-to-Speech outreach specialist will contact you after receiving the form.

Name: _____

Address: _____

City/State/Zip: _____

County (required): _____

Phone #: _____ ☐ Home ☐ Cell

E-mail: _____

Secondary Person: _____

Phone/Email: _____

Where did you get this brochure? _____

- 1 The STS user dials 7-1-1 (or 1-877-735-8261) and talks to the other person.
- 2 Relay NC operator re-voices STS user's comments to the other person.
- 3 The other person talks directly to the STS user.



Speech-to-Speech

Speech Assistance with Ease



What is Speech-to-Speech?

If you have a speech disability and are not comfortable talking directly on the phone, you can use Relay North Carolina by dialing 7-1-1 (or 1-877-735-8261). A person without a speech disability can call the same number to have a conversation with you.

A highly-trained relay operator serves as the speech-disabled user's voice and repeats his/her responses to the other person when necessary. There may be times when the user will be asked to repeat his/her comment so that the relay operator can convey the message accurately. No special equipment is needed to use this service.

*This is what **Relay North Carolina's Speech-to-Speech** service can do for you and others who have challenges in using speech while on the phone.*

- Service is free
- It's completely confidential
- You can call anytime, from anywhere

What is Relay North Carolina?

Relay North Carolina is a free service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, speech-disabled, deaf-blind, and hearing. The services are paid by a cents-per-month surcharge to all land line phone services in the state of North Carolina.

Learn more about Speech-to-Speech by visiting www.relaync.com/sts or by calling customer service at 1-800-676-3777.





Speech-to-Speech

What works for you...



1 Dial 7-1-1 or
877-735-8261.

You talk to the
voice user.



2 While you speak,
a relay operator will
re-voice for you.



3 Hear the voice user
directly.

Carry on the
conversation.



Contact

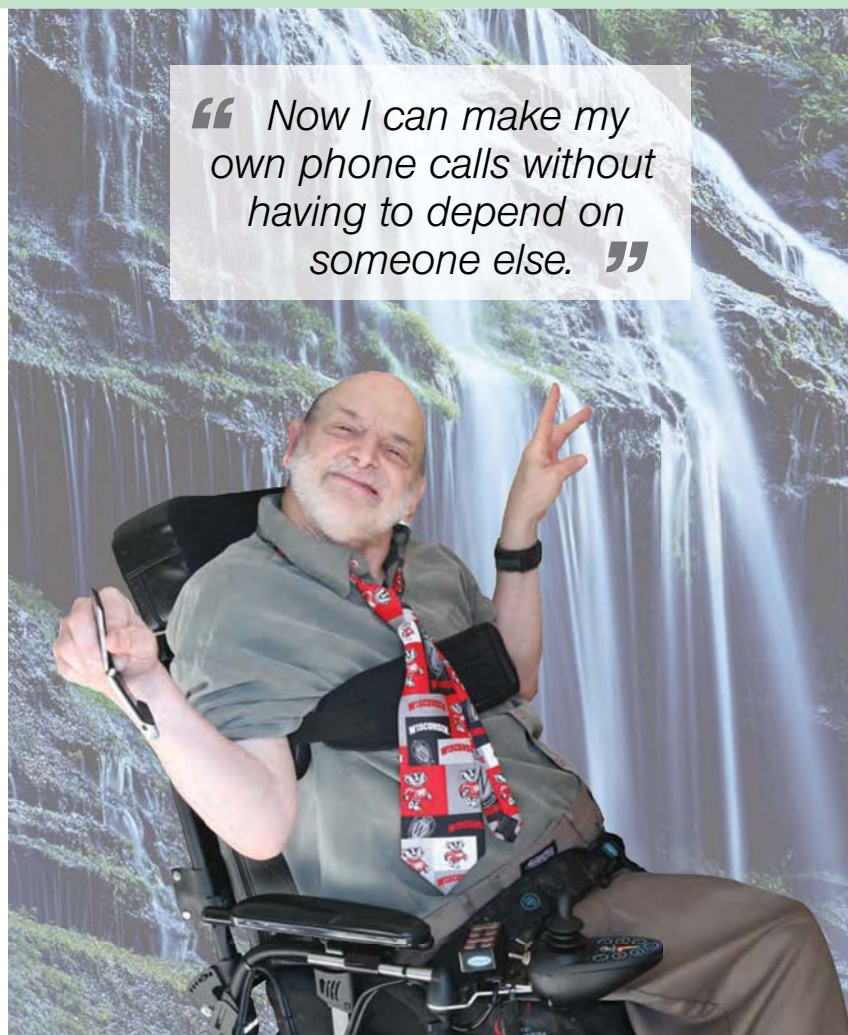
Bola Desalu, Relay NC Manager
4030 Wake Forest Rd., Suite 300
Raleigh, NC 27609

919-518-9174 Voice
919-719-2714 TTY
866-338-0078 Fax
919-324-3792 Videophone
bola.desalu@sprint.com
www.relaync.com/sts



North Carolina Division
of Services for the Deaf
and Hard of Hearing

“ Now I can make my
own phone calls without
having to depend on
someone else. ”





www.relaync.com/sts

Free Speech-to-Speech Service offered by Relay North Carolina

Are you...

- ... tired of hearing "what?,
I can't understand you!"*
- ... tired of depending on others
to help you with phone calls?*

Have you...

- ... experienced somebody
who rudely hangs up on you?*
- ... experienced misunderstandings
due to your speech disability?*

*If any of your answers are
YES this brochure offers
the perfect solution!*

Please take one!

*Speech-to-Speech
brochures are currently
out of stock.*

*To reorder brochures
please contact
Relay NC Manager at
bola.desalu@sprint.com*



Feel left out or couldn't participate in conference call?

Solution: Real-time captioning makes it easier for deaf and hard-of-hearing individuals to actively participate!

To learn more about Relay Conference Captioning, please visit at:

- www.ncrelaycc.com
- www.relaync.com/rcc

For more information or request free presentation, contact:

- Bola Desalu, Relay NC Manager
- 919-518-9174 Voice
- 919-324-3792 Videophone
- bola.desalu@sprint.com

“ It's really neat that I can participate in a conference call online without missing information! ”



North Carolina Division
of Services for the Deaf
and Hard of Hearing



Relay Conference Captioning

Live captioning enables everyone to actively participate
www.ncrelaycc.com or www.relaync.com/rcc



What is Relay Conference Captioning?

Relay Conference Captioning (RCC) is a free service provided by Relay North Carolina that allows deaf and hard-of-hearing individuals to participate in multi-party conference calls. This service is paid by a cents-per-month surcharge to all land line phone services in the state of North Carolina.

Scheduling the RCC service

- You must arrange for a conference bridge with your phone company or telecom services provider before using the RCC service. Relay NC RCC provides the captioning and voice relay only for a conference call you have scheduled or have been invited to join.
- Currently, all RCC calls are scheduled by using the online ordering system at www.ncrelaycc.com. A high-speed Internet connection is not required.
- The online form will require a date, time, teleconference call number and access code so that your captioner may dial-in to the event to hear the audio.
- Schedule your event 48 hours (two working days) in advance to guarantee the service.
- Providing specific information when booking your event (i.e., proper names, call agenda, speaker or PowerPoint notes, etc.) improves caption accuracy.
- Technical requirements and support information are on the back of the flyer.
- For more information:
www.relaync.com/rcc





Relay Conference Captioning

How it works



- 1** Captioner will caption all the spoken comments during the conference call. The deaf/hard-of-hearing participant reads the comments on the computer screen.



- 2** RCC user types his/her comments or questions in a text entry window and they are spoken on RCC user's behalf by the captioner at the earliest break or when deemed appropriate.



- 3** While the captioner is speaking RCC's typed messages, the original text will be added to the real-time streaming display.



RCC Technical Requirements

- Internet Explorer 5.5 or higher
- JavaScript and cookies enabled in the browser
- Microsoft Windows ME, NT, 2000, or XP
- 800 x 600 screen resolution, 1024x768 or higher recommended

RCC Technical Support

Technical support is limited only to the functions of RCC, not to assist participants with issues related to their computer, Internet connection, or conference calling provider.

- 9:00 AM to 8:00 PM EST
- Priority Tech Support : 800-590-4203
- 24-Hour Emergency Support: 800-590-4197
- Support E-mail: help@captcolo.com

Relay NC Contact

- Bola Desalu, Relay NC Manager
4030 Wake Forest Rd., Suite 300
Raleigh, NC 27609
- 919-518-9174 Voice
- 919-719-2714 TTY
- 866-338-0078 Fax
- 919-324-3792 Videophone
- bola.desalu@sprint.com
- www.relaync.com



North Carolina Division
of Services for the Deaf
and Hard of Hearing

“ It's really neat that I can participate in a conference call online without using a sign language interpreter! ”



Relay Conference Captioning (RCC)



www.ncrelaycc.com

If your hearing loss makes it hard to participate in multi-party conference calls, you can use NC Relay Conference Captioning.

“ Not only am I able to follow the conference call, I can print and read the meeting transcripts! ”



For more information
www.relaync.com/rcc



Relay North Carolina Overview

Relay North Carolina is a free service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.



Always Available:
Relay North Carolina is available 24 hours a day, 365 days a year.

Accurate & Transparent:
The Relay Operator voices everything you type and types everything you say.

Private & Confidential:
All relay calls are never shared nor saved.

For more information:
www.relaync.com

- 2 How the Relay Works
- 3 Dial 711
- 4 Deaf Relay User
- 5 Voice Relay User
- 6 Voice Carry-Over
- 7 Hearing Carry-Over
- 8 Speech-to-Speech
- 9 Video Relay Service
- 10 Instant Messaging Relay
- 11 Internet Relay
- 12 CapTel
- 13 WebCapTel
- 14 Relay Conference Captioning
- 15 Spanish Relay
- 16 Customer Services

How the Relay Works

Here are two diagrams of how two people communicate efficiently with the assistance of a Relay Operator.



- 1 TTY user types her conversation to Relay Operator
- 2 Relay Operator then voices TTY user's typed message to the Voice user.



- 3 After TTY user types "GA" (Go Ahead), it is Voice user's turn to respond.
- 4 Relay Operator relays Voice user's spoken words by typing them back to TTY user.

Dial 711



Reach Relay North Carolina Easily

You probably won't need to write the Relay North Carolina number down.

It's just three digits.

Dial 7-1-1 and you're connected with the service.

For more information:
www.relaync.com/711

Deaf Relay User



7-1-1 or 800-735-2962

Deaf caller uses a TTY to type his/her comments to a Relay Operator who then reads the typed lines to the hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.

For more information:
www.relaync.com/tty

Voice Relay User



7-1-1 or 877-735-8200

A hearing caller can easily initiate calls to people who do not use the standard telephone, such as the TTY.

For more information:
www.relaync.com/voice

Voice Carry-Over



7-1-1 or 877-735-8260

Voice Carry-Over (VCO) enables a hard-of-hearing or deaf person to speak directly to a hearing individual. When the hearing person speaks, the Relay Operator will serve as the deaf or hard-of-hearing person's "ears" by relaying everything said by typing the words on a TTY or text display.

For more information:
www.relaync.com/vco

Hearing Carry-Over



7-1-1 or 800-735-2962

Hearing Carry-Over (HCO) allows speech-disabled users to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

For more information:
www.relaync.com/hco

Speech-to-Speech



7-1-1 or 877-735-8261

A specialized Relay Operator serves as the speech-disabled user's voice and repeats his/her responses to the called party. There may be instances where a speech-to-speech (STS) user will be asked to repeat his/her comment to ensure that it is conveyed correctly.

For more information:
www.relaync.com/sts

Relay North Carolina Toll-Free Numbers

TTY: 711 or 1-800-735-2962
Voice: 711 or 1-877-735-8200
VCO: 711 or 1-877-735-8260
HCO: 711 or 1-800-735-2962
STS: 711 or 1-877-735-8261
Spanish: 711 or 1-877-825-2448



Video Relay Service



Video Relay Service

Video Relay Service (VRS) allows a more natural telephone conversation between sign language users and voice telephone users. Communication flows through a qualified video interpreter via a stand-alone videophone; or a desktop or laptop computer with a webcam and an appropriate free software. Video Relay Service requires high-speed Internet service, such as DSL, cable, or wireless mobile broadband card. This service is easily accessible from home, office, or when you're traveling.

For more information:
www.relaync.com/vrs

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IM Relay



AIM® & Google Talk®

Express yourself with Internet relay using instant messaging (IM). Place or receive calls on any wireless device or computer using AOL Instant Messenger (AIM®) or Google Talk® with Internet access. Back and forth communication takes place in a snap and you have only your fingertips to slow you down.

For more information:
www.relaync.com/im

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Internet Relay



www.relaync.com/relay

Internet Relay is a service offered to deaf and hard-of-hearing individuals who can place relay calls over the Internet via their computer or laptop. There is no need for traditional TTY equipment. The web interface can handle the conversation. Internet Relay is a service that combines traditional relay service with the ease of the Internet. No international calls are allowed.

For more information:
www.relaync.com/internet

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CapTel®



1-877-243-2823

CapTel® is short for Captioned Telephone. CapTel® phone users place a call in the same way as dialing from a traditional phone. CapTel® uses voice recognition technology to display verbatim captions of the conversation on a telephone screen, making it possible to hear and read everything the person on the other line is saying.

For more information:
www.relaync.com/captel

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WebCapTel®



www.relaync.com/web

WebCapTel's web-based service allows individuals who can speak but have difficulty hearing to read word-for-word captions on their computer screen. A WebCapTel user would need:

- a desk telephone, cordless telephone, or cell phone.
- a desktop computer or laptop (PC and Mac) with an internet connection.

For more information:
www.relaync.com/webcaptel

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Relay Conference Captioning



www.ncrelaycc.com

Relay Conference Captioning (RCC), a free service provided by Relay North Carolina, allows deaf and hard-of-hearing individuals to participate equally in multi-party conference calling. A remote captioner listens to the call, captions the dialogue, and speaks on behalf of the deaf/hard-of-hearing participants.

For more information:
www.relaync.com/rcc

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Spanish Relay Relevo de Español



7-1-1 or 877-825-2448

Relay North Carolina offers relay service for Spanish-speaking users. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the called party.

North Carolina le ofrece el servicio de relevo a nuestros clientes en español. Los consumidores de TTY pueden escribir por máquina en español y las conversaciones serán retransmitidas en español y inglés.

For more information:
www.relaync.com/spanish

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Customer Services



Relay North Carolina Customer Service
1-800-676-3777 (TTY/Voice/ASCI)

Relay North Carolina Spanish Customer Service
1-800-676-4290 (TTY/Voice/ASCI)

CapTel North Carolina Customer Service
1-888-269-7477 (Voice/CapTel/TTY)

CapTel North Carolina Spanish Customer Service
1-866-670-9134 (Voice/CapTel/TTY)

For more information:
www.relaync.com/customer

| 16

DIAL 711 to CONNECT & CONVERSE EASILY



Relay North Carolina

www.relaync.com



¡Marque **711** para hacer una llamada con el servicio de Relay North Carolina!

711 es un número nuevo de relevo que permite un acceso más fácil. Marcando el 711 facilita su llamada a Relay North Carolina.

Preferencias del cliente

Para que las llamadas sean más efectivas se conservan las preferencias de llamadas de cada cliente del servicio de relevo en un registro de datos. Usted puede registrar preferencias de datos llamando al Servicio al Cliente de Sprint Relay al **1-800-676-4290 (TTY/Voz)**. Un representante anotará su información llenando sus datos o le enviará un formulario para que usted lo llene. Los representantes están disponibles también para contestar cualquier pregunta.

Si necesita información adicional sobre el registro llame a cualquier hora al Servicio al Cliente de Sprint Relay al **1-800-676-4290 (TTY/Voz)**.

Para más información

1-800-676-4290 ■ Servicio al Cliente de Sprint Relay
TTY/Voz/ASCII

1-800-855-4000 ■ Servicio de operadores Sprint TTY
Se pueden aplicar cargos adicionales por este servicio.

Servicio al Cliente está disponible para contestar sus preguntas, recibir sugerencias, comentarios de los clientes. Si tiene una queja, acuérdesse el número del operador de relevo, la fecha y la hora de la llamada. Si desea asistencia durante una llamada, puede solicitar hablar con un supervisor. Servicio al Cliente también acepta pedidos de folletos de Relay North Carolina, materiales de promoción, presentaciones o cualquier información adicional sobre el servicio de Relay North Carolina.

Relay North Carolina es un servicio gratis que brinda acceso telefónico completo a personas sordas, sordo parciales, sordo ciegos y personas con dificultad del habla. El servicio permite a los clientes de teléfono con texto (TTY) comunicarse con clientes de teléfono estándar a través de operadores con especialidad en relevo.

Se pueden hacer llamadas a cualquier lugar del mundo, a toda hora, todos los días del año, sin restricciones en cuanto al número, duración o tipo de servicio. Todas las llamadas son confidenciales y no se guarda ningún contenido de las llamadas.

Quién desee usar Relay North Carolina simplemente marca el número gratis de relevo o al 711 para comunicarse con un operador(a). Este a su vez marcará el número deseado y transmitirá la conversación entre las dos personas. Al dorso de este folleto encontrará un resumen general de los servicios de Relay North Carolina. También puede solicitar información en detalle sobre cada servicio llamando al Servicio al Cliente de Sprint Relay al **1-800-676-4290 (TTY/Voz)**.



Persona oyente marca o al 1-877-735-2448

Ahora más que nunca es más fácil para una persona oyente comunicarse con una persona que usa un teletexto (TTY). El operador/a escribe por máquina su mensaje al cliente de TTY. Su mensaje entonces es leído reflejando el sentido y el intento de la conversación.

Cliente usando TTY ■ o al 1-800-735-2962

Una persona con pérdidas auditivas, sordos y con dificultad del habla, usan un TTY para transmitir su conversación al operador/a de relevo. El operador/a lee lo escrito al oyente.

El operador/a a la vez escucha y transmite la respuesta del oyente al cliente de TTY.

Cliente usando su voz directamente (VCO) ■ 1-877-735-8261

El servicio de VCO permite al cliente que no oye pero que desea usar su propia voz a comunicarse directamente con el oyente. El operador/a de relevo

escucha lo que dice el oyente y al mismo tiempo escribe al cliente de VCO.

Cliente de VCO que utiliza dos líneas de teléfono

El servicio de VCO utiliza dos líneas, una de las líneas es para hablar directamente con un oyente, mientras en la otra línea se usa para recibir las respuestas escritas por el operador/a de relevo. Esta función permite que las conversaciones fluyan más naturales que las de una sola línea y sin demora.

VCO a TTY El operador/a de relevo escribe por máquina lo que el cliente de VCO dice al cliente de TTY. Lo que escribe el cliente del TTY se transmite directamente al aparato telefónico VCO en donde se puede leer.

VCO a VCO El servicio VCO a VCO permite a dos clientes que no oyen pero usan su voz a comunicarse el uno con el otro por medio de un operador/a de relevo. El operador/a escucha y transmite los mensajes de los dos clientes de VCO.

VCO a HCO Este servicio permite al cliente de VCO hablar directamente con un cliente que oye pero no habla (HCO). Las respuestas que escribe el cliente de HCO se envían directamente al cliente de VCO.

Clientes que escuchan pero no hablan

(HCO) ■ 1-800-735-2962

El servicio de HCO permite a las personas que oyen pero que tienen dificultad para hablar hacer llamadas por teléfono. El cliente escribe su mensaje en el TTY. El operador/a a su vez leerá el mensaje a la persona en la otra línea. El cliente de HCO escuchará la conversación directamente.

HCO a TTY El cliente de HCO oír al operador leer el mensaje escrito por el cliente de TTY. El cliente de HCO escribe su conversación directamente al cliente de TTY.

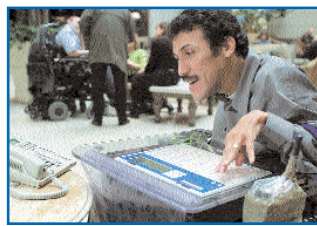
HCO a HCO El cliente de HCO puede comunicarse con otros clientes de HCO. El operador de relevo lee lo que se está escribiendo en los TTY's de ambos clientes.

Relevo en Español ■ 1-877-825-2448

Para llamadas de relevo en español simplemente marque el número 1-888-825-2448 gratis. Los clientes que hablan español y no entiendan el inglés pueden hacer una llamada a cualquier persona. El operador/a traducirá los mensajes de español a inglés o de inglés a español.

Clientes usando Asistencia del Habla

(Speech-to-Speech—STS) ■ 1-877-735-8261



Operadores de relevo especializados le sirven de voz al cliente con dificultad del habla. Los operadores de STS repiten los mensajes del cliente a la persona que llaman. El servicio de STS permite a los clientes con dificultad del habla, oír y hacerse

entender. En alguna ocasión se le pedirá al cliente que repita su mensaje para garantizar que se transmita el mensaje correcto.

Clientes comunicándose a través de la computadora (ASCII) ■ 1-888-762-2724

Los clientes usando computadoras pueden comunicarse directamente con el centro de relevo. Para llamar se necesita tener un programa con instrucciones y especificaciones para la instalación en su equipo de computadora. Para las configuraciones se necesita los siguientes: Velocidades desde 300 a 2400 baudios. (Nota: Puede ser útil fijar su "time out" a 100 segundos):

■ 8 Bits ■ No Parity ■ 1 Stop Bit ■ Full Duplex

Cuando llame a una velocidad de 300 baudios o menos, utilice la misma configuración anterior, pero usando "Half Duplex".

Llamadas internacionales

El relevo le permite hacer o recibir llamadas desde cualquier lugar del mundo (en inglés o en español). Quienes llaman desde un país extranjero pueden comunicarse con Sprint Relay al 1-605-224-1837.



Emergencias

En caso de emergencias, favor de llamar al centro de 9-1-1 de su comunidad equipado con TTY. Llamadas de emergencia también se pueden procesar por medio del relevo.

Asistencia del directorio telefónico (DA)

Este servicio gratuito asiste a los clientes de TTY obtener números de teléfonos por medio de un operador/a de información. Luego de obtener el número el servicio de relevo puede marcar su llamada.



Teléfonos públicos TTY

La Comisión Federal de Comunicaciones (FCC) emitió una orden que describe un plan provisional para el uso de teléfonos públicos a través de servicios de relevo.

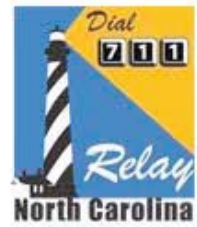
■ Todas las llamadas locales desde los teléfonos públicos TTY son gratis.

■ Las llamadas de larga distancia se

pueden hacer con tarjeta de llamadas y tarjetas prepagadas.

Personas que desean usar un teléfono público TTY pueden utilizar los servicios de relevo para hacer sus llamadas. Existen varias formas de cobrar las llamadas que no son locales:

- Por cobrar o cargos revertidos (collect)
- Por cobrar a un tercer número (Third Party)
- Tarjeta de llamadas
- Tarjeta prepagada



When you hear
Relay North Carolina
on the phone,
Please, Don't Hang Up.

It could be the most
important call of the day.

“ *Relay North Carolina?
It must be
telemarketing!* ”





Deaf Awareness Day

at North Carolina Zoo

Recognizing the Deaf and Hard of Hearing Community

When:

Saturday, September 24, 2011

What time:

9:00 am to 5:00 pm

Where:

North Carolina Zoo
4401 Zoo Parkway
Asheboro, NC 27205

Directions:

www.nczoo.org/visit/directions.html

On September 24, Relay North Carolina and North Carolina Association of the Deaf (NCAD) are hosting "Deaf Awareness Day" at the North Carolina Zoo.

Lunch Information:

- \$2.00 is added for lunch
- 11:00 am to 2:00 pm
- Lakeside Shelter

For more information:

website: www.nczoo.org
email: baizze97@gmail.com
videophone: 336-790-3111

RSVP to purchase tickets* by September 19, 2011

Admission Fees:

Adult: \$10.00 (without lunch)/\$12.00 (with lunch)
Senior**: \$8.00 (without lunch)/\$10.00 (with lunch)
Child***: \$6.00 (without lunch) or \$8.00 (with lunch)
Under 2: free (without lunch) or \$2.00 (with lunch)

Tickets must be purchased in advance. Please write a check and mail to:

Randy Poupard
NCAD Treasurer
379 Water Mill Road
Kernersville, NC 27284

* Ticket is non-refundable and good for one year. **Senior - 62+ *** Children - 2 to 12 yr. old



RELAY NC COLORING BOOK

HI I AM BRIANNA.
I'M HAVING A
BIRTHDAY PARTY!



CHECK OUT
COOL INTERNET
RELAY SERVICES!

Relay North Carolina



Deaf or Hard of Hearing?

*Dial **7-1-1** and
Communicate with ease.*

*“Talking with my hearing
co-worker through
Relay North Carolina
helps me do my
job efficiently.”*



*For more information:
www.RelayNC.com*



The NC Division of Services for
the Deaf & the Hard of Hearing



NC Department of Health and
Human Services

N.C. Division of Services for the Deaf and the Hard of Hearing



present

ROAD TOUR 2008

Relay NC and TANC are going on the road to visit cities throughout North Carolina to promote Telecommunications Access North Carolina (TANC) program, including the Emergency Awareness Program (EAP), the Telecommunications Equipment Distribution Program (TEDP), Relay NC, and CapTel for Deaf, Hard of Hearing, Deaf-Blind, and Speech-Impaired residents who can benefit from these technologies and programs.

Come look for us in a city near you!

FREE Admission.
Interpreting and captioning services will be provided.

7 Regions

Raleigh Regional Center

12:00 p.m. | Saturday, March 15, 2008

Cumberland County Public Library | 300 Maiden Lane | Fayetteville, NC 28301-5000

1:00 p.m. | Friday, March 28, 2008

Louisburg Senior Center | 127 Shannon Village | Louisburg, NC 27549

Morganton Regional Center

6:00 p.m. | Thursday, April 10, 2008

Hickory Metro Convention Center | 1960 13th Avenue Drive SE | Hickory, NC 28602

10:00 a.m. | Friday, April 11, 2008

Morganton-Burke Senior Center | 501 N. Green St. | Morganton, NC 28655

Wilmington Regional Center

12:00 p.m. | Saturday, April 26, 2008

Hilton Wilmington Riverside Hotel | 301 North Water Street | Camellia & Azalea Room
Wilmington, NC 28401

Wilson Regional Center

12:00 p.m. | Friday, May 2, 2008

Elizabeth City State University | 1704 Weeksville Road | K.E. White Graduate Center
Elizabeth City, NC 27909

12:00 p.m. | Saturday, May 3, 2008

New Bern Riverfront Convention Center | 203 South Front Street | Tryon Room A & B
New Bern, NC 28563

Greensboro Regional Center

6:00 p.m. | Friday, May 9, 2008

Ramada Inn & Convention Center | 2703 Ramada Road | Burlington, NC 27215

12:00 p.m. | Saturday, May 10, 2008

Quality Inn | 418 Piedmont Drive | Lexington, NC 27295

Charlotte Regional Center

12:00 p.m. | Friday, May 30, 2008

Gaston County Department of Social Services | 330 North Marietta Street
Gastonia, NC 28053-1578

12:00 p.m. | Saturday, May 31, 2008

Parkwood Baptist Church | 1069 Central Drive | Concord, NC 28027

Asheville Regional Center

1:00 p.m. | Thursday, June 19, 2008

Ginger Lynn Welch Complex on the Cherokee Indian Reservation | 810 Acquoni Road
Cherokee, NC 28719

6:00 p.m. | Friday, June 20, 2008

Doubletree Hotel Biltmore/Asheville | 115 Hendersonville Road | Asheville, NC 28800

10:00 a.m. | Saturday, June 21, 2008

Smokey Mountain Deaf Club Picnic | Lake Tomahawk Park | 401 S. Laurel Circle Driv
Black Mountain, NC 28711

Please RSVP. 1-800-999-5737 or philip.woodward@ncmail.net.



State of North Carolina • Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
www.ncdhs.gov • N.C. DHHS is an equal opportunity employer and provider. 01/08 ©



Newsletters



Survey

RelayNC and CapTelNC are funded by a surcharge on wireline and wireless telephone bills in North Carolina and administered by the North Carolina Division of Services for the Deaf and the Hard of Hearing.

[Home](#)

Traditional Relay Services

What is 7-1-1?

7-1-1 is a statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs). The 7-1-1 relay service makes effective two-way telecommunications possible between people using the standard phone and TTY users. People who dial 7-1-1 in an office that has extension numbers may experience difficulty as a result of the number not being programmed in the building's PBX system. Contact your office administrator or local telephone service provider to request the availability of the 7-1-1 service in your building.

Below is a list of telephone users. Click for more information on what Relay North Carolina offers.

-  [For TTY Users](#)
-  [For Deaf-Blind TTY Users](#)
-  [For Voice Callers](#)
-  [For Voice Carry-Over \(VCO\) Callers](#)
-  [For Hearing Carry-Over \(HCO\) Callers](#)
-  [For Speech-to-Speech \(STS\) Callers](#)
-  [Emergency 9-1-1 Call](#)
-  [Others \(International, Voicemail \(AMR\), Payphone, 900 & Directory Assistance\)](#)

Resources:

-  [What is 7-1-1?](#)
-  [Service Feedback](#)
-  [FAQs](#)
-  [Relay Phone Numbers](#)

← Home



Captioned Telephone Services







CapTel North Carolina

Dial 7-1-1 or 1-877-243-2823
(Para subtítulos en español: 1-866-217-3362)

CapTel® is short for captioned telephone. CapTel® phone users place a call in the same way as dialing a traditional phone. CapTel® uses voice recognition technology to display verbatim captions of the conversation on the telephone's screen, allowing the person to hear and read all comments.

24-hour-a-day service is offered at no cost to users. Users are responsible for their own long distance charges.

Spanish Captioning is available for Spanish-to-Spanish calls everyday from 8 a.m. to midnight Eastern Standard Time.

For Hearing callers:
Dial **877-243-2823** to reach a CapTel user.

Please note that 7-1-1 will work for CapTel calls.

For more information:

 [Video: CapTel®](#)

 [Diagram: How CapTel® works](#)

 [CapTel® 800 Cheat Sheet \(NEW\)](#)

 [CapTel® 200 Cheat Sheet](#)

CapTel NC Resources:

 [CapTel Overview](#)

 [As Seen on TV](#)

 [Comparison Chart](#)

 [How to get CapTel](#)

 [CapTel Demonstration](#)

 [Presentation/Exhibit Request](#)

 [CapTel Customer Service](#)

 [Captioned Telephone](#)

 [Service Feedback](#)

 [FAQs](#)

[Home](#)

Traditional Relay Services

Speech-to-Speech (STS)

Dial 7-1-1 or 1-877-735-8261

Individuals with a speech disability can make a speech-to-speech (STS) call. A relay operator serves as the speech-disabled user's voice and repeats his/her responses to the called party when necessary. There may be times when a STS user will be asked to repeat his/her comment so that the relay operator can convey the message accurately. The STS user hears the voice of the other person on the line.

Video: STS (You Tube)

Diagram: How STS works

Flyer: Download PDF (coming soon)

STS website

Resources:

What is 7-1-1?

For TTY Users

For Deaf-Blind TTY Users

For Voice Callers

For VCO Callers

For HCO Callers

For STS Callers

Emergency 9-1-1

Others

Service Feedback

FAQs

Relay Phone Number

Customer Services



Relay NC Customer Service

The customer service is available:

- to answer any questions
- to receive customer's suggestions, comments or complaints.

When calling about a specific incident, please remember to provide:

- the relay operator's identification number and the date and time of call.

When not satisfied during a relay call, the customer can request to speak to a supervisor.

- Relay North Carolina Customer Service
1-800-676-3777 (TTY/Voice/ASCII)
Sprint. TRSCustServ@sprint.com (Email)
- Relay North Carolina Spanish Customer Service
1-800-676-4290 (TTY/Voice/ASCII)
- CapTel North Carolina Customer Service
1-888-269-7477 (Voice/CapTel)
CapTel@CapTel.com (Email)
- CapTel North Carolina Spanish Customer Service
1-866-670-9134 (Voice/CapTel)
- Click here to give feedback online.

Resources:



Service Feedback



FAQs

CapTel North Carolina.

Converse with ease.



CapTel® by Relay North Carolina displays word-for-word captions of everything your *friends*, *family*, and *loved ones* say during your phone conversations. Don't miss another word!

CapTel North Carolina Service:

- Is offered at no cost* through participating state relay program
 - Allows you to dial the person you're calling directly
 - Enables you to converse naturally over the phone
- * Users are responsible for their own long distance charges.

Captioned Telephone:

- Has a bright, easy-to-read display
- Captions simultaneously, even when the conversation is in process
- Functions as a regular telephone and can be used by anyone

"That's awesome!"



For more information,
contact Kim Calabretta
kim.m.calabretta@sprint.com
919-719-2705 (Voice/CapTel)
or visit: www.relaync.com



Make a call with **CapTel**®



- 1 Display buttons:** Use the buttons to make selections after you press MENU.
- 2 Menu button:** Set up features such as display contrast, ringer pitch, etc.
- 3 Flash button (non-captioned calls only):** Briefly interrupt the phone conversation without physically hanging up the phone. Used with functions like call-waiting.
- 4 Hold button:** Put the caller on hold.
- 5 Volume button:** Turn amplification on or off.
- 6 Caption button:** Turn captions on or off.
- 7 Volume slide control:** Increase or reduce the sound volume by sliding the button.
- 8 Tone slide control:** Adjust the quality of the handset sound to a frequency range that works best for you.
- 9 Ringer volume control:** Increase or reduce the ring volume.

Placing a call:

- 1** Pick up the handset.
- 2** Verify that the red light over the Caption button is lit. If not, press the CAPTION button to turn it on.
- 3** Dial the number of the person you are calling.
- 4** After the "Waiting for Captions" screen, your call is connected with captions.
- 5** Begin your conversation.



To reach a CapTel user:**

- Dial 1-877-243-2823
(Español: 1-866-217-3362)*
* Hours are 7 AM to 11 PM Central Time, everyday
- Listen for the short message.
- Enter the area code and phone number of the CapTel user and then press pound (#).
- Speak when the call is answered.



If you know your CapTel party uses 2-Line CapTel:

- Dial only the CapTel user's phone number.
- When the CapTel user answers, begin your conversation.

NOTE: When you finished your turn speaking, it might take the CapTel user a moment to respond while they read the captions of your conversation.

** CA, TX and Federal users have specialized phone numbers. Please consult the CapTel user for the correct toll free number.



www.relaync.com/captel

CapTel[®] North Carolina

- Experience difficulty hearing on the phone?
- Tired of saying "What? Can you repeat that, please?"
- Captioned Telephone is a perfect solution for you!



Sam's girlfriend called and said this:

"Sam, can you meet me in eight hours at my house?"



www.relaync.com



"Oh, you're early!"



Sam heard this:

"Sam, can you meet me in an hour at my house?"



Catch every word with CapTel®, and you'll never be caught any embarrassment!

A free service provided by CapTel North Carolina is the solution for people with a hearing loss. CapTel allows them to **hear** and **read** everything the person on the other line says to them!

For more information about the service or to get a CapTel phone:
Kim Calabretta, Manager
866-545-4012
kim.m.calabretta@sprint.com
relaync.com



CapTel is a registered trademark of Ultratec, Inc.

INFORMATION CONTACT:

CapTel North Carolina:

Website: www.relaync.com/captel
Email: captel@relaync.com

CapTel Customer Service:

Toll Free: 1-888-267-7477
Spanish: 1-866-670-9134
Email: captel@captel.com
Website: www.captel.com

To call a CapTel user*:

7-1-1 or 1-877-243-2823
then dial the CapTel user's phone number.

To call a Spanish CapTel user*:

1-866-217-3362
(Spanish- Hours from 8 AM to Midnight EST)

* The number is for a one-line CapTel user only. If a two-line CapTel, you just dial the CapTel user's number directly.

CapTel and WebCapTel are registered trademarks of Ultratec, Inc.



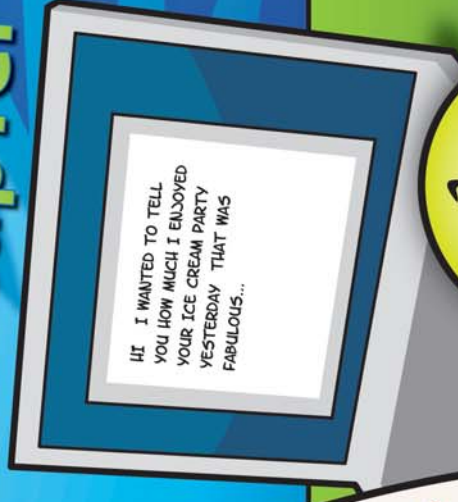
NC Division of Services for the
Deaf and the Hard of Hearing

CAPTEL NORTH CAROLINA PRESENTS...

A DOUBLE FEATURE

starring...

CapTel & WebCapTel®



TERMINOLOGY

CAPTEL PHONE - A WONDERFUL PHONE THAT ALLOWS PEOPLE WITH HEARING LOSS TO UNDERSTAND AND ENJOY PHONE CONVERSATIONS MORE BY READING THE OTHER PERSON'S SPOKEN COMMENTS ON A SCREEN.

WEBCAPTEL - INSTEAD OF A CAPTEL PHONE, THE INDIVIDUAL WITH A HEARING LOSS USES A COMPUTER WITH AN INTERNET CONNECTION TO READ THE OTHER PERSON'S SPOKEN COMMENTS ON THE COMPUTER SCREEN AND USE ANY KIND OF PHONE.

RELAY OPERATOR - THIS PERSON HAS AN IMPORTANT JOB IN MAKING PHONE CONVERSATIONS POSSIBLE AND MORE ENJOYABLE FOR MANY PEOPLE WITH HEARING LOSS.

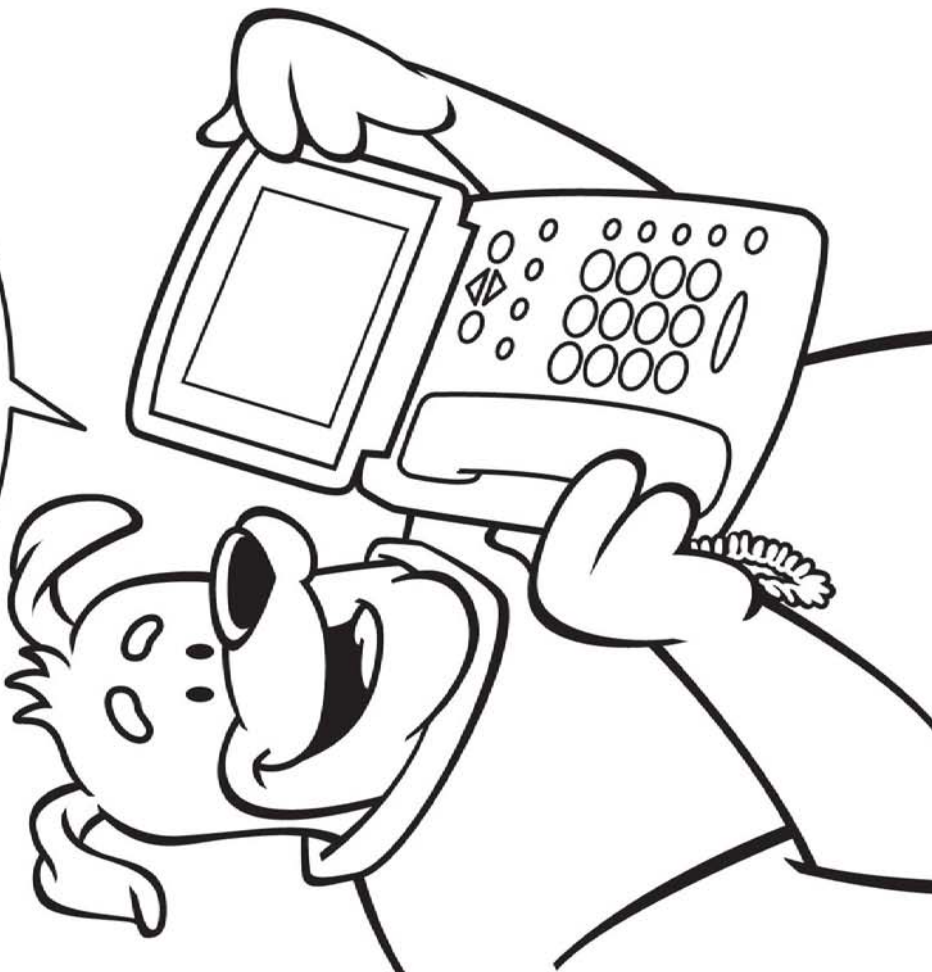
VOICE RECOGNITION EQUIPMENT - THIS IS AN AMAZING TECHNOLOGY THAT TAKES IN SPOKEN WORDS AND PUTS THE WORDS ON THE CAPTEL PHONE SCREEN AND THE WEBCAPTEL COMPUTER SCREEN.

DEAF - PEOPLE WITH NO OR LITTLE HEARING. MANY DEAF USE SIGN LANGUAGE (HANDS, FACIAL EXPRESSIONS) TO COMMUNICATE WITH OTHERS. SOME DEAF INDIVIDUALS PREFER TO USE THEIR OWN VOICE WHILE ON THE PHONE CAN DO THAT WITH CAPTEL.

HARD OF HEARING - PEOPLE WHO ARE HARD OF HEARING HAVE A WIDE RANGE OF HEARING LOSS THAT OFTEN BENEFIT MORE FROM HEARING AIDS THAN THOSE WHO ARE DEAF. MOST HARD OF HEARING PEOPLE STRUGGLE WITH A REGULAR TELEPHONE AND LIKE TO USE THE CAPTEL PHONE TO MAKE CONVERSATIONS EASIER.

RELAY SERVICE - THIS IS A TELEPHONE SERVICE WITH A RELAY OPERATOR WHO USES DIFFERENT TYPES OF EQUIPMENT THAT ALLOWS PEOPLE WHO ARE DEAF AND HARD OF HEARING TO USE THE PHONE TO REACH ANYONE.

OPEN CAPTION MOVIE - IS A MOVIE THAT HAS THE ACTORS' SPOKEN WORDS PUT RIGHT ON THE SCREEN, ALLOWING DEAF AND HARD OF HEARING PEOPLE TO ENJOY THE MOVIE MUCH MORE.



THIS CAPTEL ROCKS!
IF YOU ARE INTERESTED IN
GETTING INFORMATION OR
SEEING A DEMONSTRATION,
GO TO WWW.RELAYNC.COM/
CAPTELDEMO

Do you...
... have difficulty hearing on the phone?
... misunderstand conversations
... due to background noise?

Have you...
... said "What? Can you repeat that,
please?"
... been depending on others to
help you with phone calls?

If any of your answers are **YES**, we have
a perfect solution for you — **Captioned
Telephone (CapTel®)**. CapTel® allows you
to **LISTEN** to the other person and **READ**
captions of everything that is being said
during your phone conversations.

Don't miss another word!

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 270 RALEIGH NC

POSTAGE WILL BE PAID BY ADDRESSEE

KIM CALABRETTA
RELAY NORTH CAROLINA
4030 WAKE FOREST ROAD STE 300
RALEIGH NC 27609-5915

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

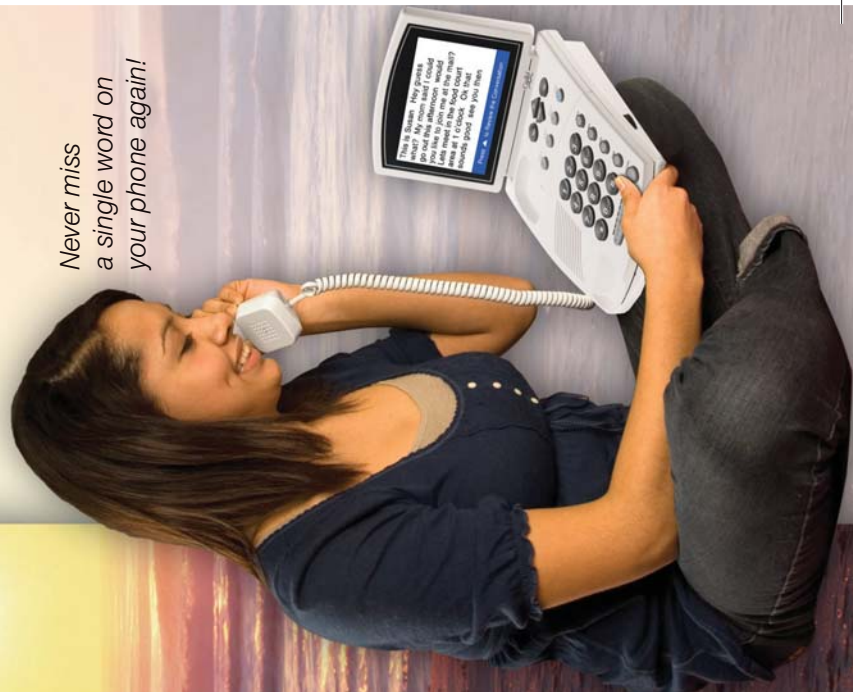
To learn more about
CapTel® North Carolina:
www.relaync.com/captel/



www.relaync.com/captel/

Dial.
Listen.
Read.
Talk.
Captioned
Telephone!

Never miss
a single word on
your phone again!



CapTel is a registered trademark of Ultratec, Inc.

CapTel® North Carolina

What is CapTel® North Carolina?

- CapTel® North Carolina allows anyone who uses hearing aids or who finds it difficult to hear independently to use the phone.
- 24-hour-a-day free service.
 - CapTel® users are responsible for their own long distance charges. However, there is no charge for using CapTel® North Carolina Service.
- Spanish Captioning is available for Spanish-to-Spanish calls.
 - Hours are 8 am to 12 midnight EST

The CapTel® 800 Phone:

- Large 5" screen with easy-to-read display.
- Volume control button (up to 40dB) is easy to adjust during a call.
- Requires a standard telephone line.

How CapTel® North Carolina Service works:



1 The CapTel® user dials and speaks directly to the other party on the telephone.

2 The other party speaks directly to the CapTel® user.

3 The CapTel® operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.

4 The CapTel® user listens to the other party on the telephone while reading captions of the conversation on a display screen.

How to get a CapTel® 800 phone:

- A CapTel® 800 phone is provided at no cost to qualified applicants living in North Carolina.
- Applicants must have hearing loss.
- Applicants must have a phone line to receive a CapTel® 800 phone.
- Applicants must have a demonstration on CapTel® 800.

Yes, I am interested!

If you are interested in getting more information or viewing a demonstration, please fill out the below form, mail it, and we will get in touch with you.

Name: _____

Address: _____

City/State/Zip: _____

County (required): _____

Phone #: _____ ☐ Voice ☐ TTY

E-mail: _____

Secondary Person: * _____

Phone/E-mail: _____

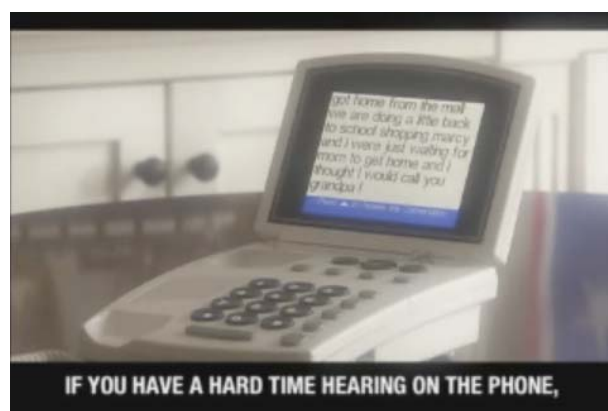
Where did you get this brochure? _____

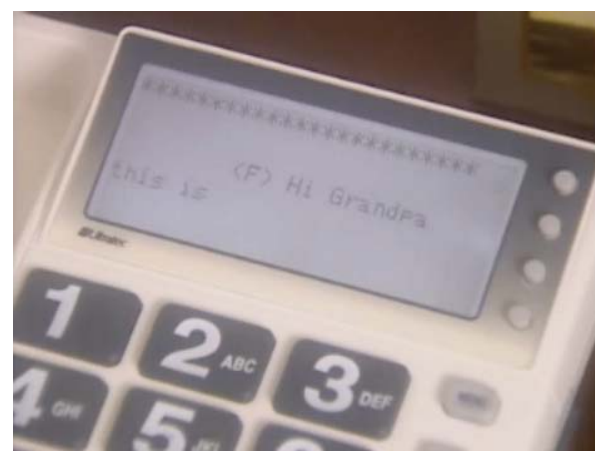
* This individual will act as a middleperson for the demonstration if necessary.



Blue: Pantone 2726C
Green: Pantone 368C

Project: Relay North Carolina Logo
Date: 8/30/2007
Client: Kim Calabretta





*Are you having a hard time
setting up your new CapTel®
phone?*

*Do you need a CapTel NC
consultant to come over
to your place and give you
instructions in person?*

***No problem!
Training is free!***

Contact us at:

- *Email:*
kim.m.calabretta@sprint.com
(Email)
- *Toll-Free:*
866-545-4012 *(Voice/TTY)*
- *Online to request:*
www.relaync.com/capteltraining



www.relaync.com/captel

CapTel is a registered trademark of Ultratec, Inc.



CapTel® for the Holidays!



“ What a cool gift!
Now I can talk to my
friends on the phone! ”





If you have a loved one or friend with a hearing loss and they have difficulty understanding when they use the phone, CapTel® could be the perfect gift!

For more information on how to receive a CapTel® free to those who qualify, contact:

Kim Calabretta
kim.m.calabretta@sprint.com
1-866-545-4012
www.relaync.com/captel

NC Division of Services for
the Deaf and the Hard of Hearing
1-800-851-6099



 
CapTel is a registered
trademark of Ultratec, Inc.

Sam's girlfriend called and said this:

“ Sam, can you meet me in eight hours at my house? ”



www.relaync.com/captel



“ Oh, you're early! ”



Sammy heard this:

“ Sam, can you meet me in an hour at my house? ”

Catch every word with CapTel® 800 or CapTel® 800i, and you'll never be caught embarrassed!

A free service provided by CapTel North Carolina is the solution for people with a hearing loss. CapTel® 800 or CapTel® 800i allows them to **hear** and **read** everything the person on the other line says to them!



CapTel is a registered trademark of Ultratec, Inc.

Do you have hearing loss? A CapTel telephone provides written word - for - word transcription of everything said on an amplified phone. People can hear and read telephone conversations. Learn how the CapTel telephone works and how your clients may be eligible to acquire one FREE through the NC CapTel program.

Please come to our workshop to learn about CapTel®!

When : Tuesday, October 4, 2011 at 10:00 AM

Where: South Iredell Senior Center, 202 N. Church Street, Mooresville, NC 28117

Presented by: Kim Calabretta, CapTel NC Account Manager

Cost: Free Workshop. Refreshments will be provided.

RSVP: Registered by Thursday, September 29th, call Tina Czameki at 704-662-3337

CapTel North Carolina recognizes our Veterans!



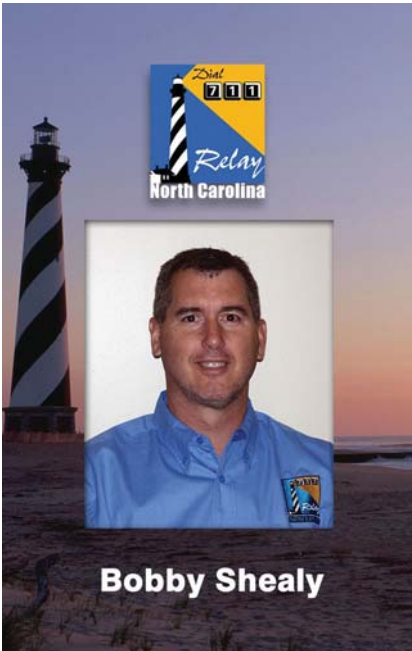
Hearing loss is one of the most common challenges veterans face today. Upon returning home from the service one may find it difficult to hear on the telephone. Free captioned telephone service by CapTel North Carolina enables individuals to read what their caller says, while they speak and listen on the telephone.

For a free demonstration or
more information, please visit at
www.relaync.com/captel





Wayne Giese



Bobby Shealy

How to set up your CapTel[®] phone



www.relaync.com/captel

For **CapTel[®] 800** and phone line in the same room:



- 1 Telephone line: ***
 - Analog telephone line or
 - DSL if DSL filter in place
- 2 2nd Telephone line (optional): ***
 - 2nd analog telephone line
 - (must be a different phone number than Line 1)

For **CapTel[®] 800i** with phone line and Internet connection in the same room:



- 1 Telephone line: ***
 - Analog telephone line or
 - VoIP, digital cable phone service, or
 - DSL with filter
- 2 Internet connection: ****
 - High-speed internet or broadband service
 - Router or switch may be required if not
 - enough Ethernet ports in your modem

For **CapTel[®] 800i** with phone line in the same room but Internet connection in a different room:



- 1 Telephone line: ***
 - Analog telephone line or
 - VoIP, DSL or digital cable phone service
 - with digital filter
- 2 Wireless connection:**
 - Connect an Ethernet cable to
 - a wireless transmitter
 - Transmitter then connects to
 - a wireless router
- 3 Internet connection: ****
 - High-speed internet or broadband service

* Not compatible with PBX system unless an analog port is available.

** Depending on how many devices you have connected to the Internet, you may need a router to connect your CapTel 800i phone.

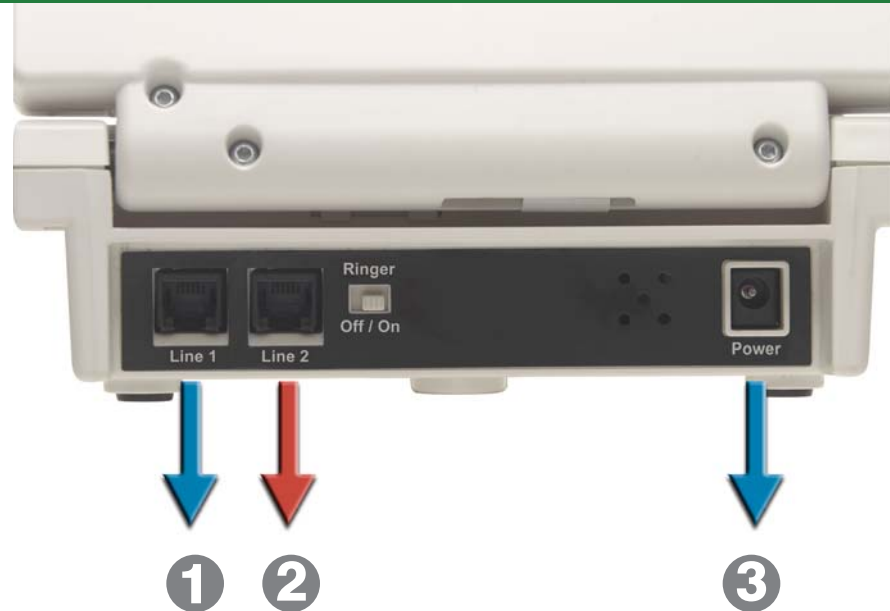
How to connect your CapTel[®] phone



www.relaync.com/capitel

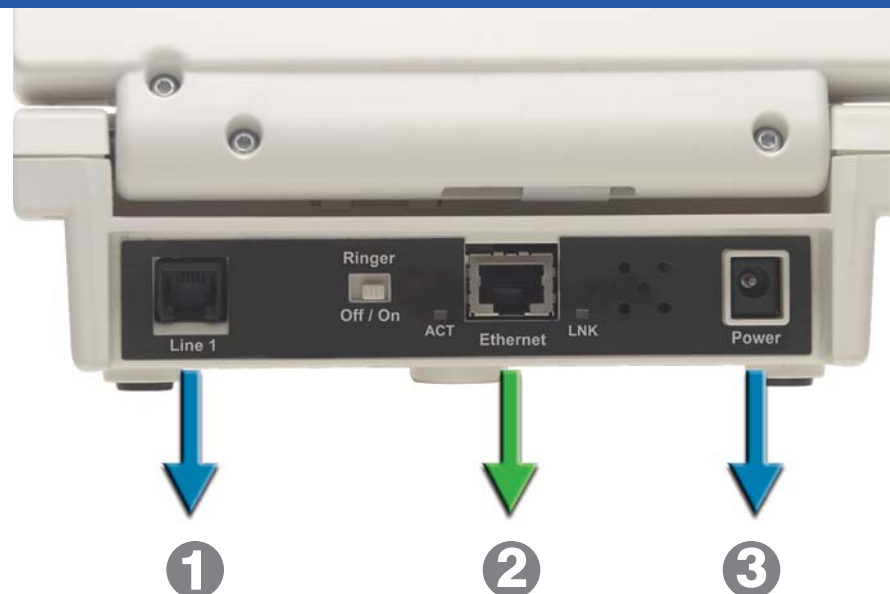
For CapTel[®] 800

- 1 Telephone line:** *
 - For one-line CapTel only
 - Analog telephone line or
 - DSL if DSL filter in place
- 2 2nd Telephone line (optional):** *
 - For 2-Line CapTel only
 - 2nd analog telephone line.
 - If using 2-Line CapTel, be sure to set 2-Line in menu options.
- 3 Power plug.**



For CapTel[®] 800i

- 1 Telephone line:** *
 - Analog telephone line or
 - VoIP, digital cable service, or DSL with filter
- 2 Internet connection:**
 - High-speed Internet or broadband cable to the Internet connection via a modem or router.
- 3 Power plug.**



* Not compatible with PBX system unless an analog port is available.

** Depending on how many devices you have connected to the Internet, you may need a router to connect your CapTel 800i phone.

Helpful Tips for CapTel® Users:

Dialing 9-1-1:

For 1-Line CapTel 800 only

- 1** Verify that the red CAPTION light is on. If not, press the CAPTION button.
- 2** Pick up the handset and dial 9-1-1.
- 3** Follow instructions on display screen.
- 4** You will not be able to hear the 9-1-1 call taker, but you will be able to read instructions on the CapTel display screen.
- 5** Speak directly and the 9-1-1 call taker will hear everything you say.

Dialing 9-1-1:

For 2-Line CapTel 800 or CapTel 800i only

- 1** Verify that the red CAPTION light is on. If not, press the CAPTION button.
- 2** Pick up the handset and dial 9-1-1.
- 3** You will be able to hear the 9-1-1 call taker and read instructions on the CapTel display screen.

Tell your callers you are reading captions:

- If you notice/hear that the other person has finished their turn speaking, and you are still waiting for the captions to be completed, you may want to simply say, "One moment, I'm reading the captions," to keep the conversation flowing.

Reading captions of your answering machine messages:

- 1** With the handset hung up, press the YES button to see Options.
- 2** Press the DOWN button repeatedly until Caption Answering Machine is highlighted.
- 3** Press the YES button to select.
- 4** Press the YES button again to accept.
- 5** Lift the handset, and place it next to your answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker on your answering machine.
- 6** Once you see Ready to Caption the captioning service is connected. Press the "PLAY" button on your answering machine to play the messages aloud.

You do not have to wait for the captions:

- Just like with any telephone conversation, you and the other person are free to interrupt each other at any time. You do not need to wait for the captions if you already understood what was said.

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If you have any questions or need additional information contact CapTel Customer Service:
(888) 269-7477 (voice/TTY) or CapTel@CapTel.com
www.captel.com



Captioned Telephone Cheat Sheet

- 1 Display screen:** Shows captions, Caller ID, Phone Book entries and more.
- 2 YES button:** Allows you to select items that are highlighted in the Options list, and respond "Yes" to questions or commands on the display screen.
- 3 NO (Exit) button – 2 functions:**
 - (1) Respond "No" to questions or commands on the display screen.
 - (2) Exit out of the Options list.
- 4 UP (Back) & DOWN (More) buttons:** Move up or down through items in the Options list and move through entries in the Phone Book or Call History. Also the **UP button** lets you go back to review captions that have already scrolled off the display screen. The **DOWN button** lets you scroll down through captions when reviewing calls.
- 5 CUSTOMER SERVICE button:** Automatically connects the CapTel customer help line. In an office, you may need to dial 9 first.
- 6 SPEED DIAL buttons:** Quickly dial up to three frequently-called phone numbers.
- 7 REDIAL button:** Redial the last phone number called. To review/dial up to the last 10 numbers called, leave the handset down and press the button down.
- 8 FLASH button:** Briefly interrupt the phone conversation without physically hanging up the phone.
- 9 MUTE button:** Silence the sound from your end of the conversation.
- 10 TONE button:** Adjust the quality of the handset sound to frequency range that works best for you.
- 11 CAPTIONS button:** Turn captions on or off.
- 12 VOLUME buttons:** Increase or decrease the sound volume by pressing up arrow button or down arrow button.

For more information:
www.captel.com
www.relaync.com/captel

Making a call:

Receiving a call:

Troubleshooting:

*More information can be found in the CapTel User manual.

Making a call WITH captions:

- 1 Verify that the red CAPTION light is on. If not, press the CAPTION button to turn it on.
- 2 Pick up the handset.
- 3 Dial the number of the person you are calling.
- 4 Watch the display screen to make sure that the captioning service is being connected.
- 5 Begin your conversation and read captions in the CapTel display window.
- 6 When the conversation ends, simply hang up the handset. The Captioning Service will automatically disconnect.

Making a call WITHOUT captions:

- 1 Press the CAPTION button to turn off the red light.
- 2 Pick up the handset.
- 3 Dial the number of the person you are calling.
- 4 Begin your conversation.
- 5 When the conversation ends, simply hang up the handset.

Receiving a call WITH captions:

- 1 With 1-Line CapTel, your caller first dials the captioning service (1-877-243-2823) and then enters your phone number.
- 2 When your CapTel rings, the display lights up and flashes **RING**.
- 3 Pick up the handset and say "Hello."
- 4 It will take a few seconds to automatically connect to the captioning service.
- 5 While being connected, you can inform the caller, "I am using a captioned telephone for this call. This allows me to both hear you and read captions of what you say. You may experience a slight delay before I respond while I read the captions."
- 6 When the conversation ends, simply hang up the handset. The captioning service will automatically disconnect.

NOTE: With 2-Line CapTel 800 or Internet-based CapTel 800i, your callers just dial your phone number directly, they do not need to place the call through the captioning service.

Receiving a call WITHOUT captions:

- 1 When your CapTel rings, the display lights up and flashes **RING**.
- 2 Press the CAPTION button to turn off the red light.
- 3 Pick up the handset and begin your conversation.
- 4 When the conversation ends, simply hang up the handset.

The captions seem delayed:

- Delays may be due to the captionist inserting something like a proper name that cannot be transcribed accurately by the voice-to-text technology.
- Read helpful tips about handling the delay on the back of this cheat sheet.

No power, no lights, no dial tone:

- The power supply may have been disrupted.
- Reset your CapTel telephone by unplugging the power adapter from the wall.
- Wait one minute, then plug the adapter back in.
- Verify that the power is not controlled by a light switch.

Errors in the captions:

- The captionist uses voice-recognition technology so word errors sometimes occur between words that sound alike such as "writing" and "riding."
- It may be difficult for the captionist to hear due to background noise or mumbling. If you cannot understand, ask the caller to clarify or repeat.

A word in brackets, such as <thanks>:

- When words have been corrected by the captionist, they will show up within brackets.

The handset volume is not loud enough:

- Press the VOLUME UP button (see #12 on the front cover).
- Press the TONE button to make sure it is set to the best level for you. (see #10 on the front cover).

I hear my own voice echoing on the line:

- Try holding the mouthpiece slightly away from your face.
- Make sure that the earpiece is held closely to your ear.

No captions on the CapTel screen:

- Check power connections and phone or internet cables.
- Check the CAPTION button to see if the red light is still on.
- Check to see if the attachment for the phone handle is stuck.

If a problem persists, please contact CapTel Customer Service at (888) 269-7477 (Voice/TTY) or e-mail CapTel@CapTel.com